

Commonwealth of Massachusetts
DEPARTMENT OF HOUSING &
COMMUNITY DEVELOPMENT

Deval L. Patrick, Governor ♦ Timothy P. Murray, Lt. Governor ♦ Aaron Gornstein, Undersecretary

Request for Responses (RFR)

For the

Emergency Solutions Grant (ESG) Program

PLEASE NOTE: This Word document is one of many documents that together with the RFR attachments comprise the entire Solicitation published on Comm-PASS. A list of all of these documents begins on page 19 of this RFR. All Bidders are responsible for reviewing and adhering to all information, forms and requirements found on all Comm-PASS tabs for the entire Solicitation.

The terms of 801 CMR 21.00, Procurement of Commodities and Services and the Emergency Solutions Grant Interim Rule published 12/5/11 are incorporated by reference into this RFR. Contract and Fiscal Requirement terms used in this RFR shall have the meanings defined in 801 CMR 21.00.

Definitions of Homelessness, At Risk of Homelessness, Recordkeeping Requirements, Eligible Activities, and Eligible ESG Participants shall have the definitions provided in HUD's ESG Interim Rule.

Document Number: DHCD2014-01S

RFR Release April 23, 2013

Deadline for Written Questions Wednesday, May 1, 2013, 12:00 PM

Response Submission Deadline: Monday, May 13, 2013, 3:00 PM

Send Inquiries to: DHS-Housing@MassMail.state.ma.us

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SECTION I: INTRODUCTION AND GUIDELINES

A. SUMMARY

The Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (HEARTH Act) amended the McKinney-Vento Homeless Assistance Act, including major revisions to what is now titled the Emergency **Solutions** Grant (ESG) program. The ESG program is designed to assist homeless persons and persons at risk of homelessness by providing the services necessary to help those persons quickly regain stable housing after experiencing a housing crisis and/or homelessness.

On December 5, 2011, the U.S. Department of Housing and Urban Development (HUD) published the ESG Interim Rule. The Interim Rule established ESG regulations, adding a rapid re-housing component and a more robust homelessness prevention component to the traditional shelter support component that was part of the former Emergency Shelter Grant program. Through this Request for Responses (RFR) the Department of Housing and Community Development (DHCD) seeks to fund the following three components of ESG:

- Rapid Re-housing
- Homelessness Prevention
- Shelter Support

As required by the Interim Rule, DHCD has over the last several months consulted with each of the 19 CoCs and most of the ESG funded provider organizations to evaluate the effectiveness of existing ESG programs and identify the most critical gaps in services within each CoC's jurisdiction. As a result of those conversations, and an inventory of services currently funded, DHCD has made the following changes to ESG within this RFR:

- RRH services will now be available to families in non-EA funded emergency shelters;
- Additional screening criteria required by DHCD to qualify for Homelessness Prevention services has been eliminated;
- Increased the types of eligible costs that can be authorized under Rapid Re-housing and Homelessness Prevention to more closely align with the Interim Rule;
- Households currently fleeing domestic violence may qualify for Homelessness Prevention services without a Writ of Summary Process;
- Funding for staff under the Shelter Support component has been eliminated as an eligible service except for staff included in the respondent's 7.5% administrative/overhead budget line;
- The Shelter Support component has been expanded to allow for the creation of additional emergency shelter community beds for families in domestic violence shelters; and
- 15 points will be added to the scores of respondents within a CoC where the Entitlement Community has committed to creating non-EA funded family shelter beds with municipal ESG, CDBG or other local funds.

For more specific information regarding changes please review the sections for each ESG component.

Each CoC jurisdiction which has ESG Entitlement funds and requests DHCD ESG non-entitlement funds is being asked to work with the appropriate municipalities to use a portion of the municipal ESG, CDBG, or other available funds to bridge the gap in homeless services within their communities by creating non-EA funded family community beds and, if necessary, funding shelter staff previously paid for by DHCD ESG.

Rapid Re-housing: DHCD uses state funds to provide Rapid Re-housing services for all homeless families in EA funded emergency shelter placements through its HomeBase program. Therefore, this RFR limits responses under Rapid Rehousing to re-housing:

1. Homeless adults in emergency shelters or living in a place not meant for human habitation; and
2. Homeless families in non-EA funded community shelter beds; and
3. Individuals or families in domestic violence shelters without access to HomeBase funds.

Homelessness Prevention: DHCD currently funds the Rental Assistance for Families in Transition, or RAFT Program, which provides Homelessness Prevention services to low income and extremely low income families to prevent them from losing housing. DHCD is also the major funder of the Tenancy Preservation Program, or TPP, which is a Housing Court eviction prevention program that serves families and individuals by advocating for the need for reasonable accommodations as appropriate. To support these programs DHCD will continue to use a portion of its ESG funds to provide Homelessness Prevention services to at-risk families and individuals to avoid households becoming literally homeless. Services funded through this RFR must be for eviction prevention and will include intervention services and/or financial assistance as needed to prevent episodes of homelessness.

Shelter Support: The Commonwealth, through DHCD, already supports a large network of temporary emergency placement facilities serving over 3,000 homeless families and over 3,000 homeless individuals each night. Therefore, this RFR limits responses under Shelter Support to:

1. Non-EA family beds currently funded through DHCD's ESG grant;
2. Unfunded individual Emergency Shelter beds; and
3. Very short term Emergency Shelter for families currently fleeing domestic violence.

Housing First: The Commonwealth has also established and currently funds a myriad of Housing First initiatives throughout the state supporting its efforts to move its emergency shelter system to a Housing First system.

The initiatives that support this shift in focus from shelter to housing include:

- Continued coordination of the Regional Networks instituted through the Massachusetts Interagency Council on Housing and Homelessness (ICHH) to develop more regionally coordinated efforts to prevent and end homelessness.

- HomeBASE program, which acts as a diversion from shelter and provides Rapid Re-housing services, through short-term up-front financial assistance.
- Project-based Massachusetts Rental Voucher Program (MRVP) vouchers that are targeted to families with significant barriers to housing stability and include ongoing case management services.
- Home and Healthy for Good program, which is based upon a significant paradigm shift in addressing the costly phenomenon of homelessness through a Housing First model.
- Residential Assistance for Families in Transition (RAFT), a state-wide homelessness prevention program that provides short-term financial assistance to low-income families who are homeless or at risk of becoming homeless.

Combined, these initiatives are helping to move the Commonwealth's response to homelessness from a shelter focus to a housing focus. The new ESG program offers a valuable opportunity to advance a housing-oriented approach to address the crisis of homelessness – continuing some of the successful initiatives developing community-wide prevention and rapid re-housing strategies already funded by the Commonwealth and other funding sources. In addition to advancing the Housing First philosophy and Rapid Re-Housing model, the Commonwealth, through this RFR, has the following goals:

- Reduce the number of households becoming homeless and needing to be sheltered;
- Reduce the number of homeless households in shelters;
- Increase the number of very short term emergency shelter beds available to families fleeing domestic violence;
- Reduce the average length of stay at shelters receiving ESG funding; and
- Strengthen existing Continuum of Care (CoC) and ICHH Regional Network activities while increasing ESG coordination between the CoCs, the Commonwealth and state federal and local resources to reduce and homelessness.

B. FUNDS AVAILABLE

Because of the discretion given to ESG Grantees by HUD there are some differences between the activities allowed under the ESG Interim Rule and the services to be procured in this RFR. Where there are specific difference the terms of this RFR shall take precedence.

Respondents must be familiar with all applicable sections of the ESG Interim Rule to prepare an eligible response to this RFR.

Through this RFR, the Commonwealth intends to award up to approximately \$4,600,000 in federal ESG funds for the period July 1, 2013 through June 30, 2014. In accordance with HUD's implementation of the HEARTH Act, ESG Interim Rule (published December 5, 2011), statutory requirements, and its consideration of services already funded through the Commonwealth and federal sources, DHCD is limiting this funding to the following ESG components:

- Up to approximately \$1,615,000 for Rapid Re-housing primarily for homeless individuals
- Up to approximately \$885,000 for Homelessness Prevention services primarily for families at-risk of homelessness. This amount includes up to \$210,000 for Tenancy Preservation Programs.
- Up to approximately \$2,100,000 for Shelter Support.

Respondents may budget a maximum of 7.5% of their program budget for administrative costs. Eligible administrative activities¹ are described in the ESG Interim Rule.

HUD requires each ESG component's reimbursed expenditures be recorded and tracked separately from the other components within HUD's Integrated Disbursement System, or IDIS, as administered by DHCD. This requirement precludes one contract from having funds for multiple ESG components. Therefore, each response must be viable on its own, whereas one response cannot be contingent upon another response being funded. Responses may not include activities from more than one ESG component.

During consultations between DHCD and each CoC, each agreed to apply for either Rapid Re-housing funding or Homelessness Prevention funding. Therefore, only one application for either of these components will be accepted from each CoC's jurisdiction. Included as Appendix 6 to this RFR is a Funding and Needs Matrix; CoCs and their member organizations shall use this matrix to determine the maximum amount of funding available to their CoC for **either** the Rapid Re-housing or Homelessness Prevention component.

A collaborative application may be submitted by an organization with one or more subcontractors, provided the application meets the requirements set forth at F3 of this section.

IMPORTANT NOTE: All vendors that receive federal funds through the Commonwealth shall submit their DUNS number using the Massachusetts Substitute W-9 Form. If a contractor has multiple DUNS numbers, the contractor shall provide the primary number listed with the federal government's Central Contractor Registration (CCR) at <https://www.bpn.gov/ccr/>. Performance shall not begin and payments shall not be issued to a vendor paid with federal funds unless the DUNS number has been filed with the Office of the Comptroller and recorded in the Massachusetts Management Accounting and Reporting System (MMARS). Any entity that does not have a DUNS number can apply for one online at D&B Dunn & Bradstreet.

C. RAPID RE-HOUSING PRIMARILY FOR HOMELESS INDIVIDUALS

Through this RFR, DHCD plans to make available up to \$1,615,000 to assist homeless households to move quickly into stable housing through Rapid Re-housing activities. A successful respondent will demonstrate how it proposes to use Rapid Re-housing funds as part of its effort to transfer

¹ 24 CFR 576.108, ESG eligible administrative costs include costs related to the planning and execution of ESG activities including: general management, oversight and coordination; trainings on ESG requirements; the Consolidated Plan; and environmental review.

emergency shelters within their CoC to a Housing First model, with the ultimate goal of decreasing the number of homeless individuals and families within the CoC.

Respondents to this RFR requesting funds for Rapid Re-housing services must serve eligible homeless families as well as homeless individuals and may use up to approximately one third of the funding amount requested to provide assistance to eligible families residing in non-EA funded and non-federally funded emergency shelters and domestic violence shelters. The services funded through this RFR may include Rapid Re-housing services, financial assistance as needed to rapidly re-house a household, and follow-up services to assist households to maintain their housing.

DHCD intends for agencies to maximize resources and has determined that for ESG Rapid Re-housing programs to be successful, the program must be part of a larger network of homeless services. As such, RFR respondents must describe how the proposed program will partner with individual homeless shelters, domestic violence shelters, and non-EA emergency shelters within the CoC's communities to identify and assist eligible households in need of Rapid Re-housing services. Respondents must be clear how they will prevent households from receiving the same type of assistance through more than one public source at the same time. ESG Rapid Re-housing services may not be combined with any other rapid re-housing service, including RAFT, HomeBase, and other state or HUD funded Rapid Re-housing or Homeless Prevention programs.

C1. Eligible Participants:

Eligible participants must meet the HUD definition of homelessness defined by the ESG Interim Rule. In addition, DHCD further defines eligibility for Rapid Re-housing services as a homeless individual in an emergency shelter, a family in non-EA funded emergency shelter or domestic violence emergency shelter, or an individual or family living in a place not meant for human habitation. For purposes of this RFR, emergency shelter:

- Does not include transitional shelter programs or transitional housing;
- Is a low threshold shelter meaning the shelter guest does not have to meet any particular criteria other than being homeless with no place else to go, and agree to comply with basic shelter safety rules. Shelter guests cannot be required to participate in services as a condition of staying at the shelter except for those in emergency shelters specifically designed to serve families fleeing domestic violence where service participation is required of all participants.
- Is an emergency shelter where guests do not have to sign an occupancy agreement or program participation agreement to access the shelter. The only exception to this requirement to participate in services is for emergency shelters specifically serving families currently fleeing domestic violence.

Successful respondents will be required to determine and document the ESG eligibility of each household prior to providing services with these funds and must comply with the record keeping requirements per 24 CFR part 576.500.

C2. Eligible Costs:

Eligible costs include third party payments for one or more of the activities cited in Sections 576.105 and 576.106 of the ESG Interim Rule, excluding mediation and credit repair services, to the extent necessary to help a household move as quickly as possible into permanent housing and achieve stability in that housing. The respondent should be aware that eligible costs vary depending on whether the household is moving into housing which will have some form of publicly funded rental assistance. For a detailed description of eligible costs please reference 24 CFR part 576.105 and 576.106.

DHCD has established that the maximum amount of assistance available to a household moving from an emergency shelter or place not meant for human habitation into housing where **no publicly funded rental assistance** is available shall not exceed \$4,000 in a 12 month period. Additionally, the maximum amount of assistance available to a household moving into a housing unit where **publicly funded rental assistance** is expected to be available shall not exceed \$2,000 in a 12 month period.

C3. Ineligible Costs:

For purposes of this procurement, the following costs are not eligible for ESG funding:

- Costs incurred providing Rapid Re-housing Services to households for whom the HUD required documentation is not obtained in advance;
- Direct payments to individuals or families;
- Applications for other state or federal funds;
- Advocacy, planning, and/or organizational capacity building; and
- Salary of case management supervisor, manager or support staff when not working directly with a family seeking assistance, unless these costs are included in the respondent's budget as administrative costs.

C4. Provision of Funds:

Successful respondents must conduct an initial eligibility intake and assessment to determine eligibility and level of need; and must require that all households receiving Rapid Re-housing services participate in housing stability case management not less than once per month while enrolled in the program to ensure long-term housing stability. Re-evaluations of each program participants' eligibility and the types and amounts of assistance the program participant needs must be conducted not less than annually for program participants receiving Rapid Re-housing assistance, in accordance with 24 CFR 576.401(b).

Prior to authorizing any third party payments with ESG rental assistance funds, the successful Respondent must obtain the required documentation specified in the ESG Interim Rule and by DHCD; ensure the housing unit identified for the individual meets HUD habitability standards and verify the rent is reasonable in accordance with HUD's rent reasonableness standards (24 CFR Part 576.105).

D. HOMELESSNESS PREVENTION SERVICES PRIMARILY FOR AT-RISK FAMILIES

Through this RFR, DHCD plans to make available a total of up to \$885,000 for Homelessness Prevention services to help households at risk of becoming homeless avoid eviction.

Respondents to this RFR requesting funds for Homeless Prevention Services **must** propose to serve eligible individuals in addition to families. Up to approximately **one third** of the funding amount requested must be used to serve eligible individuals. The services funded through this RFR must be for “eviction prevention” and shall include case management services and/or financial assistance as needed to prevent episodes of homelessness.

DHCD intends for agencies to maximize resources and has determined that for ESG Homelessness Prevention services to be successful, the program must be part of a larger network of resources. As such, RFR respondents must describe how the proposed program will link to other programs that may identify and refer families who would become homeless but for the ESG Homelessness Prevention Services within the CoC’s jurisdiction, including RAFT; HomeBase; the ICHH Regional Network; legal service organizations; Tenancy Preservation Program; domestic violence shelters; and the appropriate DHCD Homeless Coordinator. Respondents must remember that households may not receive the same type of assistance through more than one public source at the same time. Therefore, ESG Homelessness Prevention services **may not** be combined with any other homelessness prevention or diversion service, including RAFT, HomeBase, and other ESG funded prevention programs.

DHCD plans to set aside up to **\$210,000** for eligible Tenancy Preservation Programs which have agreed to integrate services within the network of prevention programs within a Regional Network and CoC. DHCD recognizes that historically TPPs have primarily served individuals. However, DHCD is providing these funds in an effort to move the TPPs toward serving more families at risk of becoming homeless.

D1. Eligible Participants:

The costs of Homelessness Prevention services are eligible only to the extent that the assistance is necessary to help the household regain stability in their current permanent housing or move into other permanent housing and achieve stability in that housing.

Additionally, ESG Homelessness Prevention funds may only be used to serve households which:

1. Have income below 30% of the applicable Area Median Income (AMI) at time of intake; and
2. Are not eligible for Emergency Assistance (EA). EA eligibility criteria can be found at 106 CMR: 309.020. These standards are posted at www.mass.gov/dta and can be viewed by selecting the *Program Eligibility Charts and Tables* link under Key Resources; and

3. Are currently housed and have received a Writ of Summary Process²; or
4. Are currently fleeing, or are attempting to flee, domestic violence which occurred in the last 30 days and in accordance with the HUD ESG Interim Rule; and
5. Lacks resources and/or support networks, e.g., family, friends, faith-based or other social networks.

D2. Eligible Costs:

Eligible costs include third party payments for one or more of the activities cited in Sections 576.105 and 576.106 of the Interim Rule, excluding mediation and credit repair services, to the extent necessary to prevent eviction and stabilize a household. The respondent should be aware that eligible costs vary depending on whether the household is moving into or residing in housing which will have some form of publicly funded rental assistance. For a detailed description of eligible costs please reference 24 CFR part 576.105 and 576.106.

DHCD has established that the maximum amount of assistance available to a household residing in or moving to a unit where **no publicly funded rental assistance** is available shall not exceed \$4,000 in a 12 month period. Additionally, the maximum amount of assistance available to a household residing in or moving to a unit where **publicly funded rental assistance** is expected to be available shall not exceed \$2,000 in a 12 month period.

D3. Ineligible Costs:

For purposes of this procurement, the following costs are not eligible for ESG funding:

- Costs incurred providing Homelessness Prevention services to households for whom the HUD required documentation is not obtained in advance.
- Direct payments to individuals or families.
- Applications for other state or federal funds.
- Advocacy, planning, and/or organizational capacity building.
- Salary of case management supervisor, manager or support staff when not working directly with a family seeking assistance, unless these costs are included in the respondent's administrative budget line.

D4. Provision of Funds:

Prior to authorizing any third party payments with ESG rental assistance funds, the successful respondent must obtain the required documentation specified in the ESG Interim Rule and by DHCD; ensure the housing unit identified for the individual meets HUD habitability standards and verify the rent is reasonable in accordance with HUD's rent reasonableness standards (24 CFR Part 576.105).

² DHCD will not require a judgment or execution order, however a 14 day 'Notice to Quit' will not suffice

The respondent must require that all households receiving Homelessness Prevention services participate in housing stability case management not less than once per month while enrolled in the program to ensure long-term housing stability. Additionally, the respondent must re-evaluate a household's eligibility and the types and amounts of assistance the household needs not less than once every 3 months for households receiving homelessness prevention assistance, in accordance with 24 CFR 576.401(b).

E. SHELTER SUPPORT

Through this RFR, DHCD plans to make available up to **\$2,100,000.00** under Shelter Support for unfunded beds within the following Emergency Shelter categories. Each response submitted for Shelter Support must identify which of the following three categories its response should be evaluated under:

- Non-EA funded family beds currently funded by DHCD through ESG
- Non-state or federally funded individual beds
- Non-state or federally funded family beds for families currently fleeing domestic violence

DHCD will review occupancy reports, contracts, and other available documents for shelters requesting funding to verify that the beds for which funds are requested exceed year round contracted capacity and that there is an ongoing need for funding the requested beds. Respondents may propose a new location other than an existing emergency shelter for ESG funded emergency beds if necessary.

Unfunded beds are beds that are funded solely through local, regional and/or statewide fund raising, charitable donations, and/or through private foundations and for which no state or federal funds are currently received.

E1. Non – EA Funded Family Beds

DHCD plans to use up to approximately \$175,000 to fund responses from organizations which currently receive DHCD ESG funds for non-EA family emergency shelter beds. Only organizations with a state FY'13 ESG contract may apply for operating costs towards those beds under this RFR. No new requests for DHCD ESG funds for non-EA family emergency shelter beds will be accepted by DHCD. To be eligible for ESG funds under this RFR, the respondent must make beds available to all non-EA eligible families in need of emergency shelter provided that the head of household agrees to:

- comply with basic safety shelter rules; and
- work with staff to develop and comply with a rapid re-housing plan

E2. Non-state or Federally Funded Individual Emergency Shelter Beds

DHCD plans to make available up to approximately \$1,450,000 to respondents requesting funding

for new or existing unfunded emergency shelter beds which accept all homeless individuals. Through this RFR new and/or unfunded individual emergency shelter beds will be funded at a rate not to exceed \$25 per night per bed.

ESG shelter support funds will only be awarded to respondents that operate low threshold emergency shelters with unfunded beds that accept any homeless person in need who can safely be admitted, without a requirement to participate in any program activities, provided that the individual agrees to:

- comply with basic safety shelter rules; and
- work with staff to develop and comply with a rapid re-housing plan.

The following is an example of a response for Shelter Support for individual emergency shelter beds that could be funded under this category:

Example: An organization operating an emergency shelter for homeless individuals contracts with DHCD to provide meals and sleeping accommodations for 30 individuals each night, but because of the level of need in the area the shelter actually serves 45 unaccompanied adults every night year round. This organization could submit a response requesting unfunded operating costs for the 15 unfunded beds in this shelter for which no state or federal funds are received. These 15 beds would be considered unfunded individual beds.

E3. Emergency Shelter for Families Currently Fleeing Domestic Violence (DV)

Through this RFR, DHCD plans to make available up to approximately **\$475,000** under the Shelter Support component for the creation of very short term emergency shelter rooms for families currently fleeing domestic violence. These funds will only be awarded to DV shelters with unfunded rooms that will use them to accept families with no where else to go and that are currently fleeing or attempting to flee domestic violence (DV incident must have occurred within the last 30 days), provided that the head of household agrees to:

- comply with the shelter's safety and confidentiality rules; and
- work with staff to access services as needed and develop and comply with a rapid re-housing plan.

DV beds will be funded at a maximum of 4 nights per family at a maximum rate of \$80 per night per family. DHCD's goal is to work with organizations experienced in working with victims of domestic violence which will be able to create very short term stays so that the organization can assess the household's needs and increase the household's ability to return safely to housing within the community if possible, and determine and facilitate the most appropriate other placement for the family if a safe return to housing in the community is not possible.

Additionally, all family rooms must be able to keep the family household intact. A response which requires families to separate family members, including 18 year old male family members, will be disqualified from consideration under this RFR. Respondents may propose a new location other than an existing emergency shelter for ESG funded domestic violence family rooms, if necessary.

The following is an example of a response for Shelter Support for family emergency shelter beds that could be funded under this category:

Example: A Regional Network identified that a Non-EA funded family emergency shelter was not accepting many homeless families fleeing domestic violence because the shelter had concerns that it was unable to meet the family's safety needs. One DV Shelter in the region identified an additional room within its existing facility to accommodate one additional family per night. The region's other DV Shelter decided to rent an apartment in its existing building that would allow it to expand its current office space and still provide two additional rooms for families. These organizations could submit a response requesting operating costs for the additional space, food, utilities, etc. Families would be able to access ESG Rapid Re-housing services if available in the area and if needed to move to the more appropriate placement.

E4. Eligible Costs under Shelter Support

Eligible shelter support operations costs are those costs associated with creating and/or operating new or unfunded emergency shelter beds or rooms for homeless individuals or families in high need areas. No funds for shelter staff should be requested. Please note, requests for rehabilitation of shelter facilities to create new community beds will not be granted. However, one time costs for painting, repairs, beds, etc. will be considered. For purposes of this procurement, awards may be made for the following HUD-allowable ESG shelter support expenses:

- Maintenance
- Insurance
- Utilities
- Rent
- Program Supplies (mats, linens such as bedding, towels, etc.)
- Repairs
- Fuel
- Food
- Durable goods for use in temporary emergency shelters such as furniture, washers, dryers, refrigerators, and freezers.

Organizations requesting funding under Shelter Support must include verification of unfunded expenses with their response to demonstrate that they are eligible costs under the RFR and 24 CFR 576.102 (3). Examples of acceptable documentation include a copy of the lease for the shelter facility, the insurance policy for the shelter facility, utility bills for the facility, etc. Organizations must submit a letter from the Chief Financial Officer of the agency or other senior staff within the agency to document projected costs not currently being met by other sources of income for other eligible shelter expenses such as food, fuel, and repairs. A budget narrative for each unfunded budget line item must be submitted with an explanation of the items included within the line item and where the reason for an item(s) isn't clear, an explanation of why the item(s) is needed to create or operate the shelter beds.

E5. Ineligible Shelter Support Costs:

Funds available through this RFR may not be used to support staff providing traditional shelter services, including case management, or for any costs for transitional shelter or transitional housing programs.

The following are examples of other ineligible shelter support costs that will not be funded through this procurement:

- Costs associated with operating transitional shelter programs, transitional housing programs, or permanent housing programs.
- Salary of any staff or contracted staff unless that staff time is included in the administrative budget line item. This includes staff costs which provide traditional shelter staff services, including security details, maintenance staff, management support staff, overnight staff, or direct care services, including case management.
- Recruitment or training of staff.
- Depreciation.
- Entertainment, time or travel, lodging or fees for attending conferences or retreats.
- Public relations or fund raising.
- Bad debts/late fees.
- Costs associated with the organization rather than the ESG portion of the shelter (i.e. membership dues, trade journal subscriptions.).
- Mortgage or rental costs to a respondent or a respondent's subcontractor which has ownership or other financial interest in the facility or who has a subsidiary with ownership or another financial interest in the facility. **Note:** a landlord may not be the respondent or a subsidiary of the respondent and is not considered a subcontractor.
- Advocacy, planning, and organizational capacity building.
- Purchase of a vehicle to provide transportation.

F. SPECIFICATIONS AND GUIDELINES

F1. U.S. Department of Housing and Urban Development (HUD) Regulations:

ESG funds cannot be used to replace existing funding of services. Therefore, respondents requesting funds to continue an existing service must specifically state how the service is currently funded listing each funding source and the amount of funding. Once a new or increased level of service has been funded by ESG, however, such service may, or may not, continue to be funded by ESG in subsequent years in compliance with the procurement specifications described in this RFR and in the Massachusetts Operational Services Division (OSD) procurement rules, listed on the OSD Procurement Center website.

Responses to this RFR must be consistent with ESG requirements as defined in the ESG Interim Rule regulations (24 CFR Part 576). Successful respondents will be responsible for complying with all applicable sections of the ESG Interim Rule, including

- The participation of at least one homeless or formerly homeless person(s) involved in policymaking and involving participants in the operation of the ESG funded program under 24 CFR 576.405.
- Adherence to the federal administrative requirements under 24 CFR Part 85 and 24 CFR Part 87.
- Tracking employee time and activities under 24 CFR 576.500.
- Complying with both the Conflict of Interest and Faith Based requirements under 24 CFR parts 576.404 and 576.406, respectively.

F2. Collaboration:

Respondents must demonstrate how they will maximize ESG services by working with other local and regional organizations and programs within the CoCs geographic jurisdiction to ensure that ESG services will be available to all qualified applicants and that ESG funds do not duplicate, but enhance, the provision of services already available within the proposed service area.

F3. Sub-Contracting:

Respondents may submit: 1. a single organization response, or 2. a collaborative response including more than one organization which has designated the respondent as the lead agency. Should a collaborative response be submitted the lead agency must describe in its response the specific activities for which funding is requested for each subcontract. Additionally, the lead agency must agree to be responsible for the following activities, as documented on Appendix 4 of this RFR: executing the ESG contract with DHCD; serving as the liaison to DHCD for all communication; aggregating invoices and submitting a monthly invoice to DHCD; and ensuring that all HMIS required information is entered timely and meets both HUD and DHCD data quality standards. Finally, the lead agency will be held solely responsible for submitting all DHCD and HUD required deliverables and participating in all negotiations with DHCD.

F4. Anticipated Duration of Contract - July 1, 2013 through June 30, 2014:

DHCD contracts awarded through this RFR will be for 1 year, with the option of contract renewal for up to two additional one year periods. Contract renewal amounts and any additional awards will be determined based on the availability of ESG funds, at the discretion of DHCD.

Anticipated Contract Start Date

July 1, 2013

Additional Terms & Conditions

Any funds from the contract maximum obligation against which expenses are not incurred on or before June 30, 2014 shall not be available to any ESG contractor for expenditures made on July 1,

2014 or thereafter. This clause will remain in effect for any contract renewal options, with the date parameters changing to 2015 in year two and to 2016 in year three.

F5. Response Submission Instructions:

(Note: Section IV: Response, Evaluation Criteria and Scorecard, details the required content for each response.)

- a. Each submittal package must include one (1) original (clearly marked) with original signatures and five copies of the response in a sealed envelope or package. The copies of the response must contain all required attachments and appendices, but do not need to contain original signatures. Each submittal package must be labeled with:
 - The respondent organization name and address;
 - The ESG component for which the response is requesting funding (Rapid Re-Housing, Homelessness Prevention/TPP, or Shelter Support; and
 - RFR document number “**DHCD2014-01S**”
- b. The documents making up the response should be submitted in the order indicated on Appendix 1: RFR Checklist.
- c. Comm-PASS Attachment 3: Fiscal Year Program Budget must be included in the submittal package.
- d. Responses must be submitted to:

Procurement Manager
Dept. of Housing and Community Development
100 Cambridge Street, Suite 300
Boston, MA 02114
ATTENTION: DHCD2014-01S

IMPORTANT NOTE: Bidders wishing to hand-deliver their response must go to the second floor at 100 Cambridge Street, Boston. A table will be set up to receive, time stamp and log receipt of ESG RFR responses between 1:00 PM and 3:00 PM on the second floor.

RESPONDENTS MUST ALLOW SUFFICIENT TIME TO HAVE THEIR RESPONSE TIME STAMPED BY 3:00 PM.

RESPONSES NOT RECEIVED AND TIME STAMPED AT THE DESIGNATED ADDRESS BY 3:00 PM, May 13, 2013 WILL BE DISQUALIFIED.

- e. Prospective respondents needing clarification of information contained in the RFR must submit written questions to the email address identified below by 12:00 p.m. on May 1, 2013. VERBAL QUESTIONS WILL NOT BE ANSWERED. Similar questions received from multiple organizations may be consolidated. Questions determined to be of general interest will be answered and these questions and answers will be published on Comm-PASS. The identity of the organizations submitting questions will not be included. Written questions should be e-mailed to:
DHS-Housing@MassMail.state.ma.us

Written answers to questions submitted prior to the deadline will be posted on Comm-PASS by 5:00 PM on May 6, 2013.

A Respondent's Conference will not be held for this RFR. All questions must be submitted according to the directions above.

F6. Appendices Annexed to this RFR:

All respondents must **complete and include the first three (3) Appendices listed below.** The fourth appendix is required if the respondent is also a member of an ESG and/or CDBG Entitlement Community. The fifth appendix is required if the respondent has been designated as the lead agency for a collaborative application. The appendices are found beginning on page 45 of this RFR. They are not available for downloading from the Forms & Terms tab of the Comm-PASS page for Solicitation Document Number **DHCD2014-01S**.

Document Description	Action Description
RFR Checklist (Appendix 1)	Complete form and submit with response package.
RFR Summary Template (Appendix 2)	Complete form and submit with response package.
Certification of Homeless Persons Involved in Policymaking & Operations (Appendix 3)	Complete form and submit with response package.
Entitlement Comm. Sign-off (Appendix 4)	Complete form and submit with response package if <u>the respondent is part of a CoC with one or more CDBG and/or ESG entitlement communities.</u>
Lead Agency Certification (Appendix 5)	Complete form and submit with response package <u>only if the respondent is responding as the lead agency for a collaborative application.</u>
CoC Need/Capacity/Maximum Funding Matrix (Appendix 6)	For review by respondents, does not need to be returned with response.

F7. Attachments Not Available on Comm-PASS:

In addition to the six Appendices annexed to this RFR, respondents must attach the following documents:

1. A HUD HMIS Annual Performance Report. Specifically, respondents participating in HMIS must print this report from its HMIS system or request the HUD HMIS Annual Performance Report from its HMIS vendor or lead agency. The report may be for calendar year 2012 if the respondent did not receive ESG funds in SFY13, the APR must represent the HUD or DHCD-funded program that most closely resembles the services for which the response was

submitted. If the respondent is currently receiving ESG funding the APR must be for the time period 07/01/2012-03/31/2013.

2. A letter from the CoC convener or co-chair which supports the respondent's proposed services and documents the level of collaboration with other partners, the CoC, and the ICHH Regional Network.
3. A letter from a member of the ICHH Regional Network Leadership Council which supports the respondents proposed services and documents the level of collaboration with other partners, the CoC, and the ICHH Regional Network.
4. If the response is a collaborative response being submitted by an agreed upon lead agency, the application must include a detailed plan for monitoring and overseeing any sub-contracts proposed in response to this RFR. This plan should include the lead agency staff members charged with overseeing the sub-contract and the lead agencies plan for ensuring the sub-contractors invoice the lead agency in a timely manner.
5. If the response is a collaborative response being submitted by an agreed upon lead agency, a copy of the proposed agreement, MOU or sub-contract to be used must be attached.
6. Prior to a contract being fully executed, successful respondents may be asked to submit a copy of its most recent annual audit.
7. If the staff member(s) necessary to carry out the proposed activities have been identified, a copy of his/her most current resume(s) should be attached to his/her job description and included in the response. If a staff member has not been identified, a copy of the job description for the proposed position is sufficient.
8. If the response requests funding under the Shelter Support component, verification of operational expenses must be provided. Acceptable documentation may include a copy of the lease or insurance policy for the shelter facility and a letter from the CFO or other senior staff within the agency which documents the unfunded projected costs for eligible shelter expenses such as food, fuel, and repairs.

F8. Attachments Available on Comm-PASS

Each of the following required Commonwealth RFR Forms are incorporated herein by reference and published on the Forms & Terms tab of the Comm-PASS page for Solicitation Document Number **DHCD2014-01S**. The following list describes each form, and includes an action description for each. The RFR Forms that SHALL be returned as part of the response package are noted by the corresponding Action Description below.

Document Description	Action Description
Massachusetts Substitute W-9 Form	Complete form and submit with response package.
Contractor Authorized Signatory Listing	Complete form and submit with response package.
Supplier Diversity Program Plan Form	Complete form and submit with response according to the instructions on page 31.

Document Description	Action Description
Attachment 1: Program Cover Page	Complete form and submit with response package.
Attachment 2: Performance Measures (Identified by component)	Complete form identified for funding component response is requesting fund for and submit with response package. A Performance Measures form must be completed for the overall program and for each sub-contract proposed.
Attachment 3: Fiscal Year Program Budget	Complete in MS Excel and submit printed form(s) with each copy of the full response. An electronic copy on a Flash Drive containing the Attachment 3(s) is also required. A Fiscal Year Program Budget must be completed for the overall program and for each sub-contract proposed within the response.
Attachment 4: Rate Calculation/Maximum Obligation Calculation Page	Complete form and submit with response package.
Attachment 5: Non-Reimbursable Cost Program Offset Schedule	Complete form and submit with response package.
Attachment 6: Capital Budget	Complete form and submit with response package ONLY IF requesting funds for Capital Expenditures
Authorization for Electronic Funds Transfer	Complete form and submit with response package ONLY if NOT previously executed.
Commonwealth Terms & Conditions - Human and Social Services	Complete form and submit with response package ONLY if NOT previously executed.
Standard Contract Form	FOR REVIEW ONLY: Execute only upon contract award.

F9. Match Requirements

DHCD plans to meet the dollar for dollar match requirement for its ESG contractors as set forth in 24 CFR 576.201. However, respondents should identify the value and source(s) of additional non-DHCD program funds it is able to secure as additional match, if any, for the activities for which the ESG funds are requested. Respondents which use additional matching funds in a way that clearly benefits ESG program participants will have a stronger response.

- a. The HUD statute provides that a grantee may use funds from any source, including any other federal source (but excluding the specific statutory subtitle from which ESG funds are provided), as well as state, local, and private sources, provided that funds from the other source are not statutorily prohibited to be used as a match and that the funds are to be used for ESG eligible activities. **DHCD funds may not be used by respondents as match because DHCD is using its own funds as match for the ESG grant.**
- b. Matching funds must be available from July 1, 2013 through June 30, 2014. If a respondent's ESG contract is extended match documentation may be required to be submitted in advance of any contract extensions provided through this RFR. The same dollars used to match a previous ESG grant may not be used to match a subsequent grant award under this part. It is the responsibility of the respondent to ensure that any funds used as matching funds are eligible under the laws governing the funds to be used as matching funds for ESG. If awarded ESG funds through this RFR, respondents will be required to

maintain monthly documentation of expenditures of match funds for the ESG component's eligible activities.

c. The following are acceptable program match as assets and operations:

- Cash
- Value or fair rental value of any donated material or building to be used by the respondents proposed ESG program in the proportion of the space to be used for ESG.
- Value of a building lease needed to house the ESG program can be used as match in proportion to the percent of the building used for ESG occupancy.
- Space, telephones, furniture, secretarial, clerical support, computers, HMIS costs for the program if any, supervisory time spent on specific client cases, if they are not included in the ESG funding may be used as match. In addition other direct and indirect administrative/overhead costs not included in the budget.
- Any salary paid to staff to carry out the program for which ESG funds are requested

d. For purposes of this RFR, the respondent is required to determine the value of any donated material or building, or of any lease, using a method reasonably calculated to establish a fair market value.

F10. Technology Requirements – HMIS

Active participation in a HUD approved HMIS is required of all successful respondents. Participation includes, but is not limited to, the collection and input of client data at a data quality rate of 90% and completeness (bed coverage/participant coverage) rate of 100%.

There are several software vendors that offer HMIS that meet HUD's requirements. Therefore, providers may opt to participate in the state's HMIS, ETO/ASIST or contract at their own expense with an alternate HUD recognized HMIS. HUD expects homeless service providers to use the HMIS of the CoC where the program is located. Respondents entering data into the state's HMIS must utilize TouchPoints to track and report on housing placements as specified in F12 below. Additionally, respondents which use an HMIS other than ETO must agree to track housing placements within a database and conduct monthly data uploads to the state's HMIS. Respondents which use a different platform of ETO, other than ASIST must agree to sync their data. If a sync agreement is not already in place between the responding agency and DHCD, an agreement must be signed prior to execution of a contract. A detailed data collection process including an approach to collect all required HMIS data requirements at intake, mid-term and exit, must be included in the response to this RFR. At least one staff person in each organization utilizing DHCD's ETO/ASIST HMIS will be required to attend mandatory training.

The only exception to the HMIS requirement is for organizations with a primary purpose of serving victims of domestic violence. Such organizations are excluded by HUD from HMIS participation. However, each such organization must collect and enter **all** HUD required data elements into a non-HMIS database from which the organization can produce reports that meet all HUD and DHCD reporting requirements.

F11. Reporting Requirements

Respondents must submit all DHCD and HUD reporting deliverables in a timely manner. Lead Agencies, in a response with multiple service providers, are responsible for ensuring they can collect, aggregate and submit accurate subcontractor deliverables in a timely manner to both DHCD and HUD. DHCD will require monthly performance reports. The format of this report will be provided to all successful respondents upon successful execution of a contract. Respondents should expect that this report will include the information about households enrolled in the program and households successfully served on a monthly basis.

In addition to the required monthly reporting, successful respondents of Rapid Re-housing and Homelessness Prevention services will be required to track housing retention for all eligible households that received ESG financial assistance and/or services. Organizations will be required to report on housing retention at 3, 6, 9, and 12 months after housing placement or eviction prevention services are offered. Housing retention is not to be confused with monthly housing stability case management which is a requirement for all households receiving rapid re-housing or Homelessness Prevention services. Respondents must be able to contact either the property owner or the tenant to verify housing retention on a quarterly basis. The format of this report will be provided to all successful respondents upon successful execution of a contract.

Successful Shelter Support respondents will be required to submit a length of stay report for a specified period of time to DHCD upon execution of their contract. This length of stay report will be used as a baseline to assist in the evaluation of the Emergency Solutions Grant across the Commonwealth.

SECTION II: PERFORMANCE MEASURES/MONITORING and EVALUATION

A. PERFORMANCE MEASURES

In addition to advancing the Housing First philosophy and Rapid Re-Housing model, the Commonwealth, through this RFR, has the following goals:

- Reduce the number of households becoming homeless and needing to be sheltered; and
- Reduce the number of homeless people in shelters; and
- Increase the number of emergency shelter beds available to immediately assist victims fleeing domestic violence; and
- Reduce the average length of stay at shelters receiving ESG funding; and

- Strengthen existing Continuum of Care (CoC) and ICHH Regional Network activities while increasing ESG coordination between the Commonwealth and ESG Entitlement Communities.

Respondents are required to include the pre-set performance measures for each ESG component included on Attachment 2 with their application. Respondents may opt to include additional performance measures, though they are not required. At any time during the contract period, DHCD reserves the right to negotiate changes to the original contract, performance specifications and performance outcomes/measures, consistent with the terms of this RFR, upon reasonable notice to the contractor.

B. MONITORING AND EVALUATION

In addition to the reporting requirements described earlier, DHCD will monitor contractor compliance through desk reviews of information submitted by the contractor (including, but not limited to, a review of the contractor's submission of payment invoices, utilization by service type, monthly reports, HUD Annual Performance Reports, compliance with corrective action plans or other requirements, if applicable, and a review of the Uniform Financial Reports or "UFR"), as well as through on-site monitoring reviews conducted annually, or more often as needed, during the contract duration. The on-site reviews may include representatives from other Commonwealth agencies and/or their designees. These on-site reviews may include, but will not be limited to, a review of the following: issues raised as a result of desk reviews; compliance with eligibility and general contract requirements, including the Commonwealth's Terms and Conditions for Human and Social Services and the Emergency Solutions Grant RFR terms and requirements; verification of internal control procedures for reporting on performance; back-up fiscal documentation to support the expenditure of funds for which ESG invoices have been submitted; back-up fiscal documentation to support the expenditure of match funds in an amount equal to those specified in the response; evidence of linkages and local collaborations; and compliance with meeting contracted performance goals. This information will be collected through interviews with administrative, fiscal and programmatic staff, as well as a review of client records and conducting client interviews.

DHCD and HUD reserve the right to conduct unannounced site visits to both contractor and sub-contractor sites. A 30-day corrective action plan may be required to be submitted to DHCD to correct any outstanding monitoring or performance issues. DHCD reserves the right to amend or cancel contracts based on contract non-performance, non-compliance or under-utilization.

SECTION III: FISCAL SPECIFICATIONS

A. ACQUISITION METHOD

Successful respondents will receive a cost reimbursement-based Purchase of Service Contract with DHCD.

B. ANTICIPATED FUNDING, EXPENDITURES AND COMPENSATION STRUCTURE

All contracts awarded through this procurement will have a Maximum Obligation Amount. The contractor will be required to submit timely and complete monthly invoices of actual expenditures and will be reimbursed through a cost reimbursement system. Failure to submit timely and accurate monthly invoices to DHCD may lead to a de-obligation of the contracted amount.

After contract award notification, each successful respondent will be provided with an ESG Contract for signature by the respondent's authorized signatory. Contracts must be returned to DHCD for its signature and execution. **Costs may NOT be incurred prior to the contractor's written notification by DHCD of the start date of its contract(s). Contractors will receive specific billing instructions from DHCD to invoice for reimbursement under the ESG program.**

Payments will be processed through the MMARS system, the Commonwealth's accounting system. ESG contractors must use Electronic Funds Transfers (EFT). Registering a contractor for EFT payment requires completion of an "Authorization for Electronic Funds Payment" form by the contractor and submission to DHCD as part of contract execution.

C. ADDITIONAL FUNDING CONSIDERATIONS

ESG contractors will be required to bill in a timely manner. All invoices and service delivery reports must be submitted by the 10th of each month following the month of service delivery. DHCD reserves the right to take whatever action is deemed necessary to ensure its ability to meet its fiscal reporting deadlines, including de-obligating awards based on performance and failure to submit timely and accurate monthly invoices to draw down funds. Respondents applying as a lead agency for a collaborative application are responsible for ensuring that their sub-contracts do not prevent them from submitting timely and accurate monthly invoices to DHCD. Failure to successfully monitor a sub-contractor may result in a de-obligation of funds.

D. VALUE OF PROCUREMENT

The value of this procurement is up to **\$4,600,000**. Contracts are expected to be issued for up to twelve (12) months with the potential for a contract extension for up to two additional one year periods. Respondents requesting funds for either Rapid Re-Housing or Homeless Prevention should reference **Appendix 6: CoC Need/Capacity/Maximum Funding Matrix** to determine the maximum funding amount to be requested for services to a particular CoC's jurisdiction wide response. This Matrix was developed in response to requests from CoCs for guidance on how DHCD may proportion funding based on need. Each CoC's homeless emergency shelter count for families and individuals was taken from the HUD published 2012 Point in Time Count. The number of families in hotels was taken from a weekly Point in Time report conducted by DHCD in March 2013. The more recent hotel data was used to accurately reflect the very substantial decrease in the numbers of families currently sheltered in hotels.

Successful awards will be dependent upon the scope of the response and respondents should not assume that they will be awarded the maximum amount allotted for their CoC. The amount of award

may be significantly less than proposed if DHCD determines that the proposed response would not be the best value for the Commonwealth. Examples of such instances may include:

- A decreased budget based on the Selection Committee's removal of ineligible costs; and/or
- A higher average cost per placement compared to other completed responses; and/or
- Poor past performance in administering DHCD ESG funds.

SECTION IV. RESPONSE, EVALUATION CRITERIA AND SCORECARD

A. CONTENT OF RESPONSES

All responses to this RFR shall include the following:

A1. Letter of Transmittal

A standard business letter, on official letterhead, signed by an individual authorized to negotiate and execute a contract for the respondent. The Letter of Transmittal shall state that the response is effective for a period of ninety (90) days from the response due date and shall also state that the respondent accepts all the guidelines, terms and conditions set forth in this RFR in their entirety and without modification or amendment. The Letter of Transmittal shall contain the name, address, e-mail address and telephone number of the respondent's contact person, as well as the legal name and address of the respondent and the names and addresses of the respondent's principal officers, plus the legal name and address of any proposed subcontractor(s).

ESG funds cannot be used to replace existing (non-ESG) funding of services. If the respondent is requesting funds for a new service or a quantifiable increase in the level of service above which was provided during the immediately previous twelve (12) month period, the Letter of Transmittal shall indicate this and state that if funded, ESG funds would not replace existing funding.

A2. Debarment

A statement that neither the respondent nor any proposed subcontractor is now or ever has been subject to any state or federal debarment order or determination, or a statement detailing the date and circumstances of any such debarment. DHCD will not contract with a vendor that is currently debarred.

A3. Narrative Response Guidelines

In addition to certifying that the specifications set forth in the RFR will be met, respondents must also answer questions in the narrative portion of their respective responses. Respondents should clearly identify the ESG component under which it is requesting funds: Rapid Re-Housing; Homeless Prevention/Tenancy Preservation; or Shelter Support. Respondents should refer to the appropriate section of the RFR and to the appropriate section of the ESG Interim Rule for a complete description of each specification.

The narrative that should be no more than 10 typed pages (12-point font with 1 inch margins), not including the required Attachments and Appendices. Responses do not need to describe eligibility criteria already established by DHCD.

a. **Organization History, Experience, Need, and Program Design:** The following elements must be included in the respondent's narrative response:

1. Narrative Description for Rapid Re-housing Response:

- i. A description of the respondent's history and experience providing similar services to the target population described in Section I: C1, for which it is requesting funds under this RFR.
- ii. If the respondent has previously received ESG funding to offer the service for which it is requesting funds or a service for which it is currently contracted through DHCD ESG the response should include a description of ESG services offered, this narrative should include:
 - The number of households served under the currently funded ESG program.
 - A description of any challenges faced and an explanation of how the agency addressed those challenges.
 - If the program is not on track to meet its performance goals, the narrative should include a detailed explanation of the steps the organization has taken to address performance issues for the current contract year and the organization's plan to meet their proposed performance measures for this RFR. (Current ESG contractors which agreed to reduced performance measures and a de-obligation will be evaluated against the revised goals negotiated.)
 - If a letter of corrective action was received, a description of the steps that were taken to correct the non-compliance.
- iii. A description of the need for ESG Rapid Re-housing services within your CoC. This narrative should:
 - Provide an estimate of the number of homeless households (distinguish between families and individual households) in emergency shelter or in a place not meant for habitation throughout the CoC which will be served by the proposed program. (For example, the proposed program will enroll 100 of the 1,000 homeless households in the CoC during the operating year.)
- iv. A description of the proposed program for which the respondent is requesting funding. The narrative should:
 - Identify the number of households expected to be served.
 - Include a description of the intake process. (When will intakes be completed, where and by whom?)
 - Include a description of how the respondent will be able to secure appropriate HUD-required documentation of eligibility prior to providing any ESG funded service.

- Include a description of how housing will be identified for eligible households and by whom, describe the services to be provided to or available as needed to households in identifying and leasing a unit, creating a budget, finalizing occupancy arraignments, obtaining furniture and moving in.
 - Include a description of how and by whom rent reasonableness, leasing requirements and other HUD mandated requirements for Rapid Re-housing services will be verified and documented.
 - Include a description of stabilization services that will be offered to each household that receives ESG funded Rapid Re-housing services.
 - Provide a work plan and implementation schedule, including a monthly projection of the number of households to be enrolled and the number to be rapidly re-housed on a monthly basis.
 - Include the cost of operating the proposed program and a description of the need for staffing requested in this response. Job descriptions should be attached for all staff required to provide the services described in the response even if the staff will not be funded through ESG. If the staff members necessary to carry out the proposed activities have been identified, a copy of their current resume should be included as an attachment.
 - Include a description of how you expect your proposed program to impact the average shelter length of stay in the CoC.
- v. A description of housing retention outcomes for ESG and other similar programs operated by the respondent. This description should include:
- The percent of households previously served through the respondent's ESG funded prevention program who remained in housing at 6 & 12 months after receiving assistance or the percent of households previously receiving prevention services funded by other sources who remained in housing at 6 & 12 months after receiving assistance.
 - The number of participants expected to be housed by the proposed program and the number of participants that are expected to retain their housing for up to 12 months.
 - The respondents plan for tracking and reporting housing retention to DHCD at 3, 6, 9, & 12 months after ESG services are provided if awarded through this procurement.

2. Narrative Description for Homelessness Prevention Response:

- i. A description of the respondent's history and experience providing similar services to the target population described in Section I: D1, for which it is requesting funds under this RFR.
- ii. If the respondent has previously received ESG funding to offer the service for which it is requesting funds the response must include a description of ESG services offered, this narrative should include:
 - The number of households served under the currently funded ESG program.

- A description of any challenges faced and an explanation of how the agency addressed those challenges.
 - If the program did not meet their original performance measures, the narrative should include a detailed explanation of the steps the organization has taken to address performance issues for the current contract year and the organizations plan to meet their proposed performance measures for this RFR.
 - If a letter of corrective action was received, a description of the steps that were taken to correct the non-compliance.
- iii. A description of the need for ESG Homelessness Prevention services within your CoC. This narrative should:
- Provide an estimate of the number of households (individuals and families) receiving a Writ of Summary process over the course of the year within the CoC.
- iv. A description of the proposed program for which the respondent is requesting funding. The narrative should:
- Describe the proposed approach to delivering Homelessness Prevention services including a clear and specific process for determining the type, level, and duration of assistance for each household.
 - Identify the number of households expected to be served, individuals and families.
 - Identify the number of households expected to be receiving some type of publically funded rental assistance, other than ESG, at the time of enrollment into the proposed prevention program.
 - Include a description of the intake process. When will intakes be completed, where and by whom? What outreach efforts will be conducted in order to identify households in need of prevention assistance?
 - Include a description of how the respondent will be able to secure appropriate HUD-required documentation of eligibility prior to providing any ESG funded service.
 - Include a description of how and by whom income, eligibility, rent reasonableness, leasing requirements and other HUD mandated requirements for Homelessness Prevention services will be verified and documented.
 - Include a description of how, when needed, alternate housing will be identified for eligible households.
 - Include a description of stabilization services that will be offered to each household that receives ESG funded Homelessness Prevention services.
 - Provide a work plan and implementation schedule, including a monthly projection of the number of households to be enrolled and the number of evictions to be prevented on a monthly basis.
 - Include a description of the cost of operating the proposed program and a description of the need for staffing requested in this response. If the staff necessary to carry out the proposed activities has been identified, a copy of their current resume should be included as an attachment.

- Include a description of how you expect your proposed program to impact the number of households in need of emergency shelter within your CoC.
- v. A description of housing retention outcomes for ESG and other similar services provided by the respondent. This description should include:
- The percent of households previously served through the respondents ESG funded prevention program who remained in housing at 6 & 12 months after receiving assistance or the percent of households previously receiving prevention services funded by other sources who remained in housing at 6 & 12 months after receiving assistance.
 - The number of participants expected to avoid eviction and remain in housing by the proposed program and the number of households that are expected to retain their housing for up to 12 months.
 - The respondents plan for tracking and reporting housing retention to DHCD at 3, 6, 9, & 12 months after ESG services are provided if awarded through this procurement.

3. Narrative Description for Shelter Support:

An organization which has unfunded beds in two different emergency shelters should submit a single multiple-site shelter support response, each shelter/site must be clearly identified by name and address and a separate line item budget with Attachments 1, 2, 3, 4, 5 and 6 must be submitted for each site. The number of unfunded beds in each shelter must be specified. A description of each shelter should be included and a separate HUD HMIS Annual Performance Report must be included for each site.

- i. Identify which of the following three categories its response should be evaluated under:
 - Non-EA funded family beds currently funded by DHCD through ESG
 - Non-state or federally funded individual beds
 - Non-state or federally funded family beds for families currently fleeing domestic violence
- ii. A description of the respondent's history and experience providing similar services for which it is requesting funds under this RFR.
- iii. If the respondent has previously received ESG funding for the type of Shelter Support proposed within this response, this narrative should include:
 - A description of any challenges faced administering ESG funds and an explanation of how the agency addressed those challenges.
 - If a letter of corrective action was received, a description of the steps taken to correct the non-compliance.
 - The number of individuals and/or families served under the currently funded ESG program

- If the program did not meet their original performance measures, the narrative should include a detailed explanation of the steps the organization has taken to address performance issues for the current contract year and the organizations plan to meet their proposed performance measures for this RFR.
- iv. A description of the need for ESG funds for operating costs. This narrative should:
- Describe the geographic area to be served.
 - Identify whether these are existing unfunded beds or if they will be a new alternate resource for the CoC.
- v. A description of the proposed program for which the respondent is requesting funding. The narrative should:
- Identify the number of new or unfunded beds and rooms to be made available and the projected number of individuals or families to be served annually.
 - Identify whether the beds requested will be in an existing shelter or whether a new location will be established.
 - Describe the emergency shelter or other emergency placement facility for which funds are requested.
 - If the beds are for families currently fleeing domestic violence, describe how you expect to use the capacity for short term, 4 night stays. Describe how these beds are expected to assist the organization in helping families move safely to a more appropriate setting.
 - If the proposed response includes the creation of new shelter beds, provide a work plan and implementation schedule for making the new beds available for use. Include the projected start date for occupancy.
 - Include a description of the cost of operating the proposed shelter beds.
 - Include a description of how you expect to connect shelter residents with ESG funded rapid re-housing programs and other non DHCD ESG funded programs that may lead to permanent housing opportunities.
- b. **Community Coordination, Collaboration, and CoC Participation:** In addition to the required letters of support described in Section I: F2. Collaboration. The respondent's narrative should include a description of the respondent's collaborative efforts within the CoC and surrounding communities.
- c. **Budget:** In addition to the Fiscal Year Program Budget (Attachment 3), the respondent's narrative should include a description of the proposed costs broken down by line item. A description of matched or leveraged funding should be included in this narrative.

A4. Attachments and Appendices

All attachments and appendices required by this RFR must be completed and submitted with the response. Please refer to Section I: F11 and F12.

B. EVALUATION

Responses will be evaluated as follows:

B1. Compliance with Submission Requirements:

The Procurement Management Team (PMT) will first review each response to determine if it satisfies all RFR submission requirements. A response that does not meet the basic submission requirements identified in Section I or does not comply with other RFR requirements may be considered non-responsive and be disqualified without further evaluation.

If multiple responses from a CoC are received for Homeless Prevention (other than TPP) or for Rapid Re-housing all but a single response will be disqualified. If a Rapid Re-housing response is received for a CoC identified on Appendix 6 as requesting Homeless Prevention, that response will be disqualified. If a Homelessness Prevention response (other than TPP) is received for a CoC identified on Appendix 6 as requesting Rapid Re-housing, that response will be disqualified.

If time permits the PMT may, at its discretion, determine that noncompliance is insubstantial and can be corrected, or that an alternative proposed by the respondent is an acceptable substitute. In such case the PMT may seek clarification, allow the respondent to make minor corrections, apply appropriate penalties in the evaluation, or apply a combination of all three remedies. A respondent that is currently debarred or does not sign the required attachments shall be disqualified. A respondent that was previously debarred, but is not presently debarred, may be disqualified if the PMT concludes that the circumstances of the debarment would render the respondent inappropriate as a provider of the proposed services.

B2. Supplier Diversity Program (SDP)

PLEASE NOTE: FOR THE PURPOSES OF THIS RFR, PARTICIPATION IN THE SUPPLIER DIVERSITY PROGRAM IS OPTIONAL FOR PROVIDERS REQUESTING A COMBINED TOTAL OF LESS THAN \$150,000 ACROSS ALL FUNDING CATEGORIES. PARTICIPATION IS MANDATORY FOR PROVIDERS REQUESTING A COMBINED TOTAL THAT EXCEEDS \$150,000 ACROSS ALL FUNDING CATEGORIES AND IS SUBJECT TO THE REQUIREMENTS SET FORTH BELOW.

Massachusetts Executive Order established a policy to promote the award of State Contracts in a manner that develops and strengthens businesses certified as Minority and/or Women Business Enterprises (M/WBEs) by the Supplier Diversity Office (SDO), formerly known as the State Office for Minority and Women Business Assistance (SOMWBA). As a result, M/WBEs are strongly encouraged to submit bid responses to this RFR, either as prime vendors, joint venture partners or subcontractors. All Bidders, regardless of their certification status, are required to submit a completed SDP Plan Form as part of their response for evaluation. It is required that Supplier Diversity Program participation accounts for no less than 10% of the total points in the evaluation. Higher evaluation points may be awarded to SDP Plans that show more commitments for use of certified vendors in the primary industry directly related to the scope of the RFR, subcontracting expenditures and partnerships for the purpose of contracting with the Commonwealth.

DHCD **requires** bidders to make a significant commitment to partner with certified Minority- and Women-Owned Businesses in order to be awarded a contract. An SDO-certified Bidder (formerly known as SOWMBA-certified) may not list itself as being a Supplier Diversity Program Partner to its own company. All certified businesses that are included in the bidder's SDP proposal are required to submit an up-to-date copy of their M/WBE certification letter. In addition, a narrative statement can be included to supplement the SDP Plan Form providing further details of the SDP commitments. The submission of this narrative statement does not replace the requirement of the SDP Plan Form. Bidders must submit one form for each M/WBE SDP Relationship. **Please note that no bidder will be awarded a contract unless and until they agree to commit to at least one (1) of following three (3) SDP components:**

1. **Subcontracting:** If Bidder commits to Subcontracting in their SDP plan, then they must commit to subcontract a specific dollar amount, or a minimum percentage of dollars earned through an awarded contract, with a SDO-certified company. Although this is only one of several options to meet the requirements for participation in the Supplier Diversity Program, Bidder's submission of subcontracting commitments may be weighted most heavily. DHCD will set timelines for progress reviews (either quarterly or semi-annually) for the purpose of compliance and tracking of submitted commitments. Please note that all subcontracting partnerships require inclusion of that contract between the Bidder and the M/WBE subcontractor in the Bidder's bid package.
2. **Ancillary Uses of Certified M/WBE Firm(s):** If a Bidder commits to Ancillary Uses of certified M/WBE firm in their SDP plan, then they must include dollar or percentage expenditure commitments for use of these firm(s) with or without the use of written commitments between the Bidder and the M/WBE Firm(s). A description of the ancillary uses of certified M/WBEs, if any, must be included on the SDP Plan Form. Ancillary services are generally not directly related to the core services or commodity being delivered. As an example, a bidder providing consulting services who purchases office supplies or equipment maintenance from a SDO-certified company is an example of an ancillary agreement.
3. **Growth & Development:** If a Bidder commits to Growth and Development in their SDP plan, then they must submit a plan with expenditure commitments for education, training, mentoring, resource sharing, joint activities, and assistance that would increase industry capacity and the pool of qualified SDO-certified companies.

Once an SDP Plan is submitted, negotiated and approved, DHCD will then monitor the contractor's performance.

Resources available to assist Prime Bidders in finding potential M/WBE partners can be found on the Supplier Diversity Program website.

B3. Evaluation of Qualified Responses:

The PMT will operate under the direction of the Associate Director of the Division of Housing Stabilization and staff. The PMT will evaluate responses using the following ratings and point system:

Good (85-100 Points): The response reflects an understanding of the level of need in its area for the proposed service, the specific population it plans to serve, the HUD requirements for this funding, and the issues it will encounter in providing services, satisfies all RFR requirements and exceeds the RFR requirements in at least three of the criteria listed below.

Satisfactory (65-84 Points): The response reflects an understanding of the population it plans to serve, the HUD requirements for this funding, the issues it will encounter in providing services, and satisfies all RFR requirements.

Unsatisfactory (0-64 Points): The response does not reflect an understanding of the issues involved, the RFR, or HUD requirements and/or does not satisfy all of the basic requirements.

Input from additional DHCD program and fiscal staff may be requested from the PMT as questions arise. The PMT will complete a single evaluation form for each response that reflects the consensus.

B4. Evaluation Criteria:

Preference will be given to respondents who: 1. demonstrate substantial experience and a superior understanding of the needs of the ESG program; and 2. clearly demonstrate how the proposed services comply with the requirements of DHCD and HUD and how the respondent will meet the performance measures established within their response. Using the point values listed below, the review committee will arrive at an overall rating for each response.

1. ORGANIZATION HISTORY, EXPERIENCE, NEED, AND PROGRAM DESIGN (30 PTS.)

Responses will be scored on their agencies experience in managing, implementing and operating programs similar to those for which its response requests ESG funds. Respondents with current DHCD ESG contracts should expect that their current performance will be reviewed and scored as part of this evaluation process. Respondents must demonstrate that the program will have a quick start up time, and that the program design is based on evidence-based practices and lessons learned from ESG, HPRP and/or other related Homelessness Prevention, Rapid Re-Housing or shelter support initiatives. The respondent will be evaluated on their past success of working with property owners to house or prevent evictions of eligible households. For Homelessness Prevention services, a demonstrated relationship collaborating with housing courts, local Housing Authorities, and other prevention programs within the CoC is preferred.

2. COMMUNITY COLLABORATION AND PARTICIPATION/NEW NON STATE OR FEDERALLY FUNDED FAMILY SHELTER BEDS (5 PTS.)

In addition to the required letters from the CoC Convener and the ICHH, respondents will be evaluated on their ability to maximize ESG services by working with local and regional organizations both within and outside of their CoC jurisdiction.

3. CREATION OF NON-EA FAMILY SHELTER BEDS (15)

Points will be awarded to respondents which are active members of a CoC that is successful in establishing an agreement with its entitlement community to fund non-EA emergency shelter beds for homeless families as evidenced by such statement on Appendix 4. Entitlement Community Sign-Off. These beds may be created using funding from CDBG, ESG or other local funds.

4. TECHNOLOGY AND REPORTING/HMIS (15 PTS.)

Respondents will be evaluated on their HMIS data quality as well as their ability to track and report HUD & DHCD required deliverables.

5. BUDGET AND PERFORMANCE MEASURES (25 PTS.)

Respondents will also be evaluated based on the proposed number of outcomes and average cost per outcome. Points will be given to those respondents that leverage existing staff as opposed to hiring new staff for program activities and to Respondents that include a firm match commitment as evidenced through a letter from each original funding source (state, federal, municipal, private) and meets the criteria specified in Section I, F10. Preference will be given to Respondents that demonstrate their ability to achieve substantial measurable outcomes by maximizing the funding available and requested.

6. PARTICIPATION IN THE SUPPLIER DIVERSITY PROGRAM (10 PTS.)

If applicable, preference will be given to Respondents with substantial Supplier Diversity Program participation as described in Section IV. B. 2 of the RFR.

1. Organization History, Experience, Need, and Program Design. Respondent has substantial experience with similar programs and history of strong outcomes, services are clear & can be reasonably expected to be met, and the program has clear, measureable, positive outcomes.	30 points
2. Community Collaboration and Participation	5 points
3. Creation of Non-EA Family Shelter Beds	15 points
4. Technology and Reporting/HMIS	15 points
5. Budget and Performance Measures	25 points
6. Participation in the Supplier Diversity Program	10 points
TOTAL	100 points

B5. Selection

Final decisions will be posted on Comm-PASS. All respondents will be notified of the final funding awards. Once the successful respondents have been notified of their selection, DHCD or its Designee will begin negotiations, as needed, with successful respondents to reach a contractual agreement. Negotiations are limited to terms and conditions specifically addressed in the RFR and the respondent's response and/or to matters that do not significantly alter such documents and may include issues with the budget. If DHCD fails within a reasonable length of time to reach agreement with a selected respondent, it may disqualify that respondent.

B6. Debriefing/Appeals: Administrative Appeals to Department

Non-successful respondents may request a debriefing from DHCD. Written requests for a debriefing must be sent by first class mail addressed to the contact person listed in the RFR, and must be received by DHCD within 14 days of the notification of respondent selection. Non-successful respondents aggrieved by the decision of DHCD must participate in a debriefing as a prerequisite to a request for review by the DHCD Undersecretary or his designee.

The basis for a request for review by the Undersecretary is limited to the following: (1) the competitive procurement conducted failed to comply with applicable regulations and guidelines. These are limited to the requirements of 801 CMR 21.00 or any successor regulations, the *Procurement Policies and Procedures Handbook*, subsequent policies and procedures issued by OSD and the specifications of the RFR; or (2) There was a fundamental unfairness in the procurement process. The burden of proof rests with the respondent to provide sufficient and specific evidence in support of their claim. Pending requests to the DHCD Undersecretary for review shall not prohibit DHCD from proceeding with executing contracts. Request for review must be sent to the attention of the DHCD Undersecretary, 100 Cambridge Street, Suite 300, Boston, MA 02114 and be received within fourteen (14) calendar days of the debriefing.

SECTION V: GENERAL PROCUREMENT INFORMATION

The terms of 801 CMR 21.00: *Procurement of Commodities and Services* (and 808 CMR 1.00: *Compliance, Reporting and Auditing for Human and Social Services*, if applicable) are incorporated by reference into this RFR. Words used in this RFR shall have the meanings defined in 801 CMR 21.00 (and 808 CMR 1.00, if applicable). Additional definitions may also be identified in this RFR. Unless otherwise specified in this RFR, all communications, responses, and documentation must be in English, all measurements must be provided in feet, inches, and pounds and all cost proposals or figures in U.S. currency. All responses must be submitted in accordance with the specific terms of this RFR.

Items with the text, "☞ Required for POS Only" specify a requirement for Purchase of Service (POS) human and social services procured under 801 CMR 21.00, *Procurement of Commodities or Services, Including Human and Social Services* and 808 CMR 1.00, *Compliance, Reporting and*

Supplier Diversity Program (SDP). Massachusetts Executive Order 524 established a policy to promote the award of state contracts in a manner that develops and strengthens Minority and Women Business Enterprises (M/WBEs) that resulted in the Supplier Diversity Program in Public Contracting. M/WBEs are strongly encouraged to submit responses to this RFR, either as prime vendors, joint venture partners or other type of business partnerships. All bidders must follow the requirements set forth in the SDP section of the RFR, which will detail the specific requirements relating to the prime vendor's inclusion of M/WBEs. Bidders are required to develop creative initiatives to help foster new business relationships with M/WBEs within the primary industries affected by this RFR. In order to satisfy the compliance of this section and encourage bidder's participation of SDP objectives, the Supplier Diversity Program (SDP) Plan for large procurements greater than \$150,000 will be evaluated at 10% or more of the total evaluation. Once an SDP Plan is submitted, negotiated and approved, the agency will then monitor the contractor's performance, and use actual expenditures with SDO certified contractors to fulfill their own SDP expenditure benchmarks. M/WBE participation must be incorporated into and monitored for all types of procurements regardless of size; however, submission of an SDP Plan is mandated only for large procurements over \$150,000.

This RFR will contain some or all of the following components as part of the Supplier Diversity Program Plan submitted by bidders:

- Sub-contracting with certified M/WBE firms as defined within the scope of the RFR,
- Ancillary use of certified M/WBE firms,
- Growth and Development activities to increase M/WBE capacity,

A Minority Business Enterprise (MBE), Woman Business Enterprise (WBE), M/Non-Profit, or W/Non-Profit, is defined as such by the Supplier Diversity Office (SDO). All certified businesses that are included in the bidder's SDP proposal are required to submit an up to date copy of their SDO certification letter. The purpose for this certification is to participate in the Commonwealth's Supplier Diversity Program for public contracting. Minority- and Women-Owned firms that are not currently certified but would like to be considered as an M/WBE for the purpose of this RFR should submit their application at least two weeks prior to the RFR closing date and submit proof of documentation of application for consideration with their bid proposal. For further information on SDO certification, contact their office at 1-617-502-8851 or via the Internet at mass.gov/SDO.

Supplier Diversity Program Subcontracting Policies. Prior approval of the agency is required for any subcontracted service of the contract. Agencies may define required deliverables including, but not limited to, documentation necessary to verify subcontractor commitments and expenditures with Minority- or Women-Owned Business Enterprises (M/WBEs) for the purpose of monitoring and enforcing compliance of subcontracting commitments made in a bidder's Supplier Diversity Program (SDP) Plan. Contractors are responsible for the satisfactory performance and adequate oversight of its subcontractors.

Agricultural Products Preference (only applicable if this is a procurement for Agricultural Products)

- Chapter 123 of the Acts of 2006 directs the State Purchasing Agent to grant a preference to products of agriculture grown or produced using locally grown products. Such locally grown or produced products shall be purchased unless the price of the goods exceeds the price of products of agriculture from outside the Commonwealth by more than 10%. For purposes of this preference, products of agriculture are defined to include any agricultural, aquacultural, floricultural or horticultural commodities, the growing and harvesting of forest products, the raising of livestock, including horses, raising of domesticated animals, bees, fur-bearing animals and any forestry or lumbering operations.

Best Value Selection and Negotiation. The Procurement Management Team (PMT) may select the response(s) which demonstrates the best value overall, including proposed alternatives that will achieve the procurement goals of the department. The PMT and a selected bidder, or a contractor, may negotiate a change in any element of contract performance or cost identified in the original RFR or the selected bidder's or contractor's response which results in lower costs or a more cost effective or better value than was presented in the selected bidder's or contractor's original response.

Bidder Communication. Bidders are prohibited from communicating directly with any employee of the procuring department or any member of the PMT regarding this RFR except as specified in this RFR, and no other individual Commonwealth employee or representative is authorized to provide any information or respond to any question or inquiry concerning this RFR. Bidders may contact the contact person for this RFR in the event this RFR is incomplete or the bidder is having trouble obtaining any required attachments electronically through Comm-PASS.

Comm-PASS. Comm-PASS is the official system of record for all procurement information which is publicly accessible at no charge at www.comm-pass.com. Information contained in this document and in each tab of the Solicitation, including file attachments, and information contained in the related Bidders' Forum(s), are all components of the Solicitation.

Bidders are solely responsible for obtaining all information distributed for this Solicitation via Comm-PASS, by using the free Browse and Search tools offered on each record-related tab on the main navigation bar (Solicitations and Forums). Forums support Bidder submission of written questions associated with a Solicitation and publication of official answers. All records on Comm-PASS are comprised of multiple tabs, or pages. For example, Solicitation records contain Summary, Rules, Issuer(s), Intent or Forms & Terms and Specifications, and Other Information tabs. Each tab contains data and/or file attachments provided by the Procurement Management Team. All are incorporated into the Solicitation.

It is each Bidder's responsibility to check Comm-PASS for:

- Any addenda or modifications to this Solicitation, by monitoring the "Last Change" field on the Solicitation's Summary tab; and

- Any Bidders' Forum records related to this Solicitation (see Locating an Online Bidders' Forum for information on locating these records.)

The Commonwealth accepts no responsibility and will provide no accommodation to Bidders who submit a Response based on an out-of-date Solicitation or on information received from a source other than Comm-PASS.

Comm-PASS SmartBid Subscription. Bidders may elect to obtain an optional SmartBid subscription which provides value-added features, including automated email notification associated with postings and modifications to Comm-PASS records. When properly configured and managed, SmartBid provides a subscriber with:

- A secure desktop within Comm-PASS for efficient record management
- A customizable profile reflecting the subscriber's product/service areas of interest
- A customizable listing in the publicly accessible Business Directory, an online "yellow-pages" advertisement
- Full-cycle, automated email alert whenever any record of interest is posted or updated
- Access to Online Response Submission, when allowed by the Issuer, to support:
 - paperless bid drafting and submission to an encrypted lock-box prior to close date
 - electronic signature of OSD forms and terms; agreement to defer wet-ink signature until Contract award, if any
 - withdrawal of submitted bids prior to close date
 - online storage of submitted bids

Every public purchasing entity within the borders of Massachusetts may post records on Comm-PASS at no charge. Comm-PASS has the potential to become the sole site for all public entities in Massachusetts. SmartBid fees are only based on and expended for costs to operate, maintain and develop the Comm-PASS system.

Contract Expansion. If additional funds become available during the contract duration period, the department reserves the right to increase the maximum obligation to some or all contracts executed as a result of this RFR or to execute contracts with contractors not funded in the initial selection process, subject to available funding, satisfactory contract performance and service or commodity need.

Costs. Costs which are not specifically identified in the bidder's response, and accepted by a department as part of a contract, will not be compensated under any contract awarded pursuant to this RFR. The Commonwealth will not be responsible for any costs or expenses incurred by bidders responding to this RFR.

Debriefing. *☞ Required for POS Only. This is an optional specification for non-POS RFRs.* Non-successful bidders may request a debriefing from the department. Department debriefing procedures may be found in the RFR. Non-successful POS bidders aggrieved by the decision of a department must participate in a debriefing as a prerequisite to an administrative appeal.

Debriefing/Appeals: Administrative Appeals to Departments. *☞ Required for POS Only. Not applicable to non-POS bidders.* Non-successful bidders who participate in the debriefing process and remain aggrieved with the decision of the department may appeal that decision to the department head. Department appeal procedures may be found in the RFR.

Debriefing/Appeals: Administrative Appeals to OSD. *☞ Required for POS Only. Not applicable to non-POS bidders.* Non-successful bidders who participate in the department appeal process and remain aggrieved by the selection decision of the department may appeal the department decision to the Operational Services Division. The basis for an appeal to OSD is limited to the following grounds:

1. The competitive procurement conducted by the department failed to comply with applicable regulations and guidelines. These would be limited to the requirements of 801 CMR 21.00 or any successor regulations, the policies in the OSD Procurement Information Center, subsequent policies and procedures issued by OSD and the specifications of the RFR; or
2. There was a fundamental unfairness in the procurement process. The allegation of unfairness or bias is one that is easier to allege than prove, consequently, the burden of proof rests with the bidder to provide sufficient and specific evidence in support of its claim. OSD will presume that departments conducted a fair procurement absent documentation to the contrary.

Requests for an appeal must be sent to the attention of the State Purchasing Agent at Room 1017, One Ashburton Place, Boston, MA 02108 and be received within fourteen (14) calendar days of the postmark of the notice of the department head's decision on appeal. Appeal requests must specify in sufficient detail the basis for the appeal. Sufficient detail requires a description of the published policy or procedure which was applied and forms the basis for the appeal and presentation of all information that supports the claim under paragraphs 1 or 2 above. OSD reserves the right to reject appeal requests based on grounds other than those stated above or those submitted without sufficient detail on the basis for the appeal.

The decision of the State Purchasing Agent shall be rendered, in writing, setting forth the grounds for the decision within sixty (60) calendar days of receipt of the appeal request. Pending appeals to the State Purchasing Agent shall not prohibit the department from proceeding with executing contracts.

Electronic Communication/Update of Bidder's/Contractor's Contact Information. It is the responsibility of the prospective bidder and awarded contractor to keep current the email address of the bidder's contact person and prospective contract manager, if awarded a contract, and to monitor that email inbox for communications from the PMT, including requests for clarification. The PMT and the Commonwealth assume no responsibility if a prospective bidder's/awarded contractor's designated email address is not current, or if technical problems, including those with the prospective bidder's/awarded contractor's computer, network or internet service provider (ISP) cause email communications sent to/from the prospective bidder/awarded contractor and the PMT to be lost or rejected by any means including email or spam filtering.

Electronic Funds Transfer (EFT). All bidders responding to this RFR must agree to participate in the

Commonwealth Electronic Funds Transfer (EFT) program for receiving payments, unless the bidder can provide compelling proof that it would be unduly burdensome. EFT is a benefit to both contractors and the Commonwealth because it ensures fast, safe and reliable payment directly to contractors and saves both parties the cost of processing checks. Contractors are able to track and verify payments made electronically through the Comptroller's Vendor Web system. A link to the EFT application can be found on the OSD Forms page (www.mass.gov/osd). Additional information about EFT is available on the VendorWeb site (www.mass.gov/osc). Click on MASSfinance.

Successful bidders, upon notification of contract award, will be required to enroll in EFT as a contract requirement by completing and submitting the *Authorization for Electronic Funds Payment Form* to this department for review, approval and forwarding to the Office of the Comptroller. If the bidder is already enrolled in the program, it may so indicate in its response. Because the *Authorization for Electronic Funds Payment Form* contains banking information, this form, and all information contained on this form, shall not be considered a public record and shall not be subject to public disclosure through a public records request.

The requirement to use EFT may be waived by the PMT on a case-by-case basis if participation in the program would be unduly burdensome on the bidder. If a bidder is claiming that this requirement is a hardship or unduly burdensome, the specific reason must be documented in its response. The PMT will consider such requests on a case-by-case basis and communicate the findings with the bidder.

Environmental Response Submission Compliance. In an effort to promote greater use of recycled and environmentally preferable products and minimize waste, all responses submitted should comply with the following guidelines:

- All copies should be printed double sided.
- All submittals and copies should be printed on recycled paper with a minimum post-consumer content of 30% or on tree-free paper (i.e. paper made from raw materials other than trees, such as kenaf). To document the use of such paper, a photocopy of the ream cover/wrapper should be included with the response.
- Unless absolutely necessary, all responses and copies should minimize or eliminate use of non-recyclable or non-re-usable materials such as plastic report covers, plastic dividers, vinyl sleeves and GBC binding. Three ringed binders, glued materials, paper clips and staples are acceptable.
- Bidders should submit materials in a format which allows for easy removal and recycling of paper materials.
- Bidders are encouraged to use other products which contain recycled content in their response documents. Such products may include, but are not limited to, folders, binders, paper clips, diskettes, envelopes, boxes, etc. Where appropriate, bidders should note which products in their responses are made with recycled materials.
- Unnecessary samples, attachments or documents not specifically asked for should not be submitted.

Executive Order 509, Establishing Nutrition Standards for Food Purchased and Served by State Agencies. Food purchased and served by state agencies must be in compliance with Executive Order 509, issued in January 2009. Under this Executive Order, all contracts resulting from procurements posted after July 1, 2009 that involve the purchase and provision of food must comply with nutrition guidelines established by the Department of Public Health (DPH). The nutrition guidelines are available at the Department's website: Executive Order # 509 Guidance.

Filing Requirements. *☞ Required for POS Only. Not applicable to non-POS bidders.* Successful bidders must have filed their Uniform Financial Statements and Independent Auditor's Report (UFR), as required for current contractors, with the Operational Services Division via the Internet using the UFR eFiling application for the most recently completed fiscal year before a contract can be executed and services may begin. Other contractor qualification/risk management reporting requirements and non-filing consequences promulgated by secretariats or departments pursuant to 808 CMR 1.04(3) may also apply. In the event immediate services are required by a department, a contract may be executed and services may begin with the approval of OSD and the appropriate secretariat. However, unless authorized by OSD and the appropriate secretariat, the contractor will not be paid for any such services rendered until the UFR has been filed.

HIPAA: Business Associate Contractual Obligations. Bidders are notified that any department meeting the definition of a Covered Entity under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) will include in the RFR and resulting contract sufficient language establishing the successful bidder's contractual obligations, if any, that the department will require in order for the department to comply with HIPAA and the privacy and security regulations promulgated thereunder (45 CFR Parts 160, 162, and 164) (the Privacy and Security Rules). For example, if the department determines that the successful bidder is a business associate performing functions or activities involving protected health information, as such terms are used in the Privacy and Security Rules, then the department will include in the RFR and resulting contract a sufficient description of business associate's contractual obligations regarding the privacy and security of the protected health information, as listed in 45 CFR 164.314 and 164.504 (e), including, but not limited to, the bidder's obligation to: implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the protected health information (in whatever form it is maintained or used, including verbal communications); provide individuals access to their records; and strictly limit use and disclosure of the protected health information for only those purposes approved by the department. Further, the department reserves the right to add any requirement during the course of the contract that it determines it must include in the contract in order for the department to comply with the Privacy and Security Rules. Please see other sections of the RFR for any further HIPAA details, if applicable.

Minimum Bid Duration. Bidders responses/bids made in response to this RFR must remain in effect for at least 90 days from the date of bid submission.

Pricing: Price Limitation: The bidder must agree that no other state or public entity customer within the United States of similar size and with similar terms and conditions shall receive a lower price for the same commodity and service during the contract period, unless this same lower price is immediately effective for the Commonwealth. If the Commonwealth believes that it is not receiving this lower price as required by this language, the bidder must agree to provide current or historical pricing offered or negotiated with other state or public entities at any time during the contract period in the absence of proprietary information being part of such contracts.

Prompt Payment Discounts (PPD). All bidders responding to this procurement must agree to offer discounts through participation in the Commonwealth Prompt Payment Discount (PPD) initiative for receiving early and/or on-time payments, unless the bidder can provide compelling proof that it would be unduly burdensome. PPD benefits both contractors and the Commonwealth. Contractors benefit by increased, usable cash flow as a result of fast and efficient payments for commodities or services rendered. Participation in the Electronic Funds Transfer initiative further maximizes the benefits with payments directed to designated accounts, thus eliminating the impact of check clearance policies and traditional mail lead time or delays. The Commonwealth benefits because contractors reduce the cost of products and services through the applied discount. Payments that are processed electronically can be tracked and verified through the Comptroller's Vendor Web system. The PPD form can be found under the Forms and Terms tab of this solicitation.

Bidders must submit agreeable terms for Prompt Payment Discount using the PPD form within their proposal, unless otherwise specified by the PMT. The PMT will review, negotiate or reject the offering as deemed in the best interest of the Commonwealth.

The requirement to use PPD offerings may be waived by the PMT on a case-by-case basis if participation in the program would be unduly burdensome on the bidder. If a bidder is claiming that this requirement is a hardship or unduly burdensome, the specific reason must be documented in or attached to the PPD form.

Provider Data Management. *Required for POS Only. Not applicable to non-POS bidders.* The Executive Office of Health and Human Services (EOHHS) has established a Provider Data Management (PDM) business service that is integrated into the Virtual Gateway. PDM is accessible by providers with current POS contracts. Departments may require that bidders with current POS contracts submit certain RFR-required documents through PDM. These documents have been specified in the RFR. When submitting documents via PDM, bidders are required to print and sign a PDM Documentation Summary. PDM users should verify that all information is accurate and current in PDM. Bidders are required to include the signed PDM Documentation Summary in their RFR response.

Public Records. All responses and information submitted in response to this RFR are subject to the Massachusetts Public Records Law, M.G.L., c. 66, s. 10, and to c. 4, s. 7, ss. 26. Any statements in submitted responses that are inconsistent with these statutes shall be disregarded.

Reasonable Accommodation. Bidders with disabilities or hardships that seek reasonable accommodation, which may include the receipt of RFR information in an alternative format, must communicate such requests in writing to the contact person. Requests for accommodation will be addressed on a case by case basis. A bidder requesting accommodation must submit a written statement which describes the bidder's disability and the requested accommodation to the contact person for the RFR. The PMT reserves the right to reject unreasonable requests.

Restriction on the Use of the Commonwealth Seal. Bidders and contractors are not allowed to display the Commonwealth of Massachusetts Seal in their bid package or subsequent marketing materials if they are awarded a contract because use of the coat of arms and the Great Seal of the Commonwealth for advertising or commercial purposes is prohibited by law.

Subcontracting Policies. Prior approval of the department is required for any subcontracted service of the contract. Contractors are responsible for the satisfactory performance and adequate oversight of its subcontractors. Human and social service subcontractors are also required to meet the same state and federal financial and program reporting requirements and are held to the same reimbursable cost standards as contractors.

Appendix 1: RFR Checklist

Please complete this section by hand as your last step in your response or have someone else go through your response to ensure that all required documentation/attachments are included.

1. ☐ Completed Checklist
2. ☐ Appendices (2-5)
 - a) ☐ Appendix 2: RFR Summary Template (required)
 - b) ☐ Appendix 3: Certification of Homeless Persons Involved in Policymaking & Operations (required)
 - c) ☐ Appendix 4: Entitlement Community Sign-Off (required if proposed services are to be offered within an ESG Entitlement Community)
 - d) ☐ Appendix 5: Lead Agency Certification (required if organization applying is doing so on behalf of a collaborative application)
3. ☐ Required Attachments (Not available on Comm-PASS)
 - a) ☐ HUD HMIS Annual Performance Report (required)
 - b) ☐ Letter of support from CoC convener or co-chair (required)
 - c) ☐ Letter of support from ICHH Regional Network Leadership Council (required)
 - d) ☐ Sub-contracting documents (if respondent is a lead agency)
 - a. ☐ Plan for monitoring sub-contracts
 - b. ☐ Copy of the proposed sub-contract to be used
 - e) ☐ Copy of Annual Audit, if applicable
 - f) ☐ Staff resumes and/or job descriptions
 - g) ☐ If applying for Shelter Support component, verification of operational expenses
4. ☐ Comm-PASS Attachments
 - a) ☐ Massachusetts Substitute W-9 Form
 - b) ☐ Contractor Authorized Signatory Listing
 - c) ☐ Supplier Diversity Program Plan Form (if applicable)
 - d) ☐ Authorization for Electronic Funds Transfer
 - e) ☐ Attachment 1: Program Cover Page
 - f) ☐ Attachment 2: Performance Measures
 - g) ☐ Attachment 3: Fiscal Year Program Budget. (One additional copy must be provided on a CD-ROM or a Flash Drive)
 - h) ☐ Attachment 4: Rate Calculation/Maximum Obligation Calculation Page
 - i) ☐ Attachment 5: Non-Reimbursable Cost Program Offset Schedule
 - j) ☐ Attachment 6: Capital Budget, if applicable
 - k) ☐ Commonwealth Terms & Conditions-Human and Social Services, if applicable
5. ☐ Letter of Transmittal
6. ☐ Debarment Statement
7. ☐ Narrative for Rapid Re-Housing Component; or
☐ Narrative for Homelessness Prevention Component; or
☐ Narrative for Shelter Support Component
9. ☐ Description of Proposed Program Costs Identified by Line Item

Appendix 2: RFR Summary Template

1. Organization Name:

2. Address:

3. ESG Contact Name and Title:

4. Contact E-mail:

5. Telephone:

6. Currently a DHCD ESG contractor? Yes____ No____

ESG 2013 RFR:

7. Total Amount of Funds Requested in this response \$ _____
 For Financial Assistance on behalf of participants \$ _____
 For Staff to provide Services \$ _____

8. Amounts and Sources of Matching Funds \$ _____

9. Response Component:

RFR respondents may apply for funding under the 3 ESG Components described below. A separate response is required for each Component.

Complete the table below for the funding categories requested in the RFR response.

Rapid Rehousing	Homeless Prevention	Shelter Support
Prevention TPP		
RRH for Individuals _____ # of individuals to move from emergency shelter into permanent housing _____ # of families to move from emergency shelter into permanent housing	Homelessness Prevention _____ # tenancies to be preserved for families _____ # tenancies to be preserved for individuals Prevention: TPP _____ # tenancies to be preserved for ESG eligible Households	Operations _____ # of community beds per day _____ # for Families _____ # for individuals

Appendix 3: Certification of Homeless Persons Involved in Policymaking & Operations

1. Respondent Organization Name: _____
2. ESG Funding Requested from DHCD: \$ _____
3. Type of Service to be provided: _____

Please attach to this certification a statement describing: 1. The current involvement of persons who are homeless and/or formerly homeless in the organization; and 2. How the organization maximizes homeless individuals/families and/or former and current ESG participants in maintaining, operating facilities, and/or in providing services funded in whole or in part through ESG through employment, volunteer work, or otherwise. The description should include the number of homeless and/or formerly homeless staff, volunteers, and/or ESG participants, currently contributing to the operation of the organization.

The organization identified above is requesting funding through the Commonwealth of Massachusetts' Emergency Solutions Grant (ESG) Request for Response to provide homeless assistance services.

As an authorized signatory for the above agency, I certify that the organization is aware and understands the requirements set forth in 24 CFR 576.405 regarding the involvement of a homeless or formerly homeless individual on the Board of Directors or other equivalent policy-making entity.

(Please select one)

___ The organization's Board of Directors currently includes a member who is either currently homeless or formerly homeless.

___ The organization's Board of Directors does not currently have such a member. An explanation of the reason such a member is not included on the Board is attached to this certification.

Signature of Authorized Representative

____/____/____
Date

Name and Title of Signatory: _____

Appendix 4: Entitlement Community Sign-Off

1. Respondent Organization Name: _____
2. ESG Funding Requested from DHCD: \$ _____
3. Type of Service to be provided: _____
4. ESG and/or CDBG Entitlement Community _____

The organization identified above is requesting funding through the Commonwealth of Massachusetts' Emergency Solutions Grant (ESG) Request for Response to provide homeless assistance services in your community. Before ESG services can be funded by DHCD in a community that receives a direct ESG and/or CDBG allocation, DHCD requires that RFR respondents receive confirmation from the Entitlement Community that the requested ESG dollars will not duplicate or replace existing services, but will, in fact, enhance existing services within the community.

1. Please provide a statement explaining whether or not you approve of the above organization's proposed use of these funds and support this request. If you do not support this request, please explain the reason (statement may also be attached): _____

2. Has the ESG and/or CDBG Entitlement Community committed to fund one or more year round emergency shelter rooms for a family resident that becomes homeless? If so how many units will be funded? _____

When do you expect the emergency shelter rooms to become available? _____

NOTE: Funding from the municipality for homeless shelter rooms for local families will result in a higher score for responses from that community.

By signing below, I certify that I am an authorized signatory for the above listed ESG and/or CDBG Entitlement Community and that the Community is aware of the proposed use of DHCD ESG dollars.

Signature

_____/_____/_____
Date

Name and Title of Signatory: _____

Appendix 5: Lead Agency Certification

1. Respondent Organization Name: _____
2. ESG Funding Requested from DHCD: \$ _____
3. Type of Service to be provided: _____

The organization identified above is requesting funding through the Commonwealth of Massachusetts' Emergency Solutions Grant (ESG) Request for Response, to provide homeless assistance services as the lead agency for a collaborative application. The organization is aware of the requirements of a lead agency set forth by DHCD. As such, we agree to be solely responsible for:

- Executing the ESG contract with DHCD.
- Serving as the liaison to DHCD for all communication.
- Aggregating invoices and submitting a single monthly invoice to DHCD for ESG allowable costs.
- Ensuring that all HMIS required data is entered timely and meets both HUD and DHCD data quality standards.
- Submitting all DHCD and HUD required deliverables by the requested due date.

Additionally, the following items have been included with this response:

- A detailed plan for monitoring and overseeing any sub-contracts proposed in response to this RFR.
- A copy of the proposed agreement, MOU, or sub-contract to be used.
- A separate and complete Attachment 2: Performance Measures for each proposed sub-contract.
- A separate and complete Attachment 3: Fiscal Year Program Budget for each proposed sub-contract.

As an authorized signatory for the above agency, I certify that the organization is aware and understands the requirements of a lead agency and agrees to be solely responsible for any sub-contracts funded through the proposed collaborative application.

Signature of Authorized Representative

_____/_____/_____
Date

Name and Title of Signatory: _____

Appendix 6: CoC Need/Capacity/Maximum Funding Matrix

The service option for each CoC is based on conversations with each of the 19 CoCs.

Successful awards will be dependent upon the submitted response. Respondents should not assume that they will be awarded the maximum amount allotted for their CoC. The amount of award may be significantly less than proposed if DHCD determines that the proposed response would not be the best value for the Commonwealth. Additionally, DHCD reserves the right to increase a CoC's maximum amount allotted if the CoC is exceeding performance measures and expects to be able to serve additional households.

CoC	Ind.	Fam.	Hotels	CoC Total	% of homeless HH's	CoC Option	Maximum Amount Allotted
Attleboro/Taunton/Bristol County	30	36	0	66	1%	Prevention	\$40,000
New Bedford	39	28	0	67	1%	Prevention	\$40,000
Somerville	47	21	0	68	1%	Prevention	\$40,000
Lawrence	66	7	0	73	1%	Prevention	\$40,000
Malden/Medford	0	19	84	103	2%	Prevention	\$50,000
Cape Cod Islands	87	61	0	148	2%	Prevention	\$50,000
Cambridge	165	26	0	191	3%	Prevention	\$70,000
Berkshire/ Franklin, Hampshire County	41	145	17	203	3%	Prevention	\$70,000
Brookline/Newton	57	11	163	231	4%	Prevention	\$90,000
Massachusetts Balance of State	122	155	277	554	9%	Prevention	\$185,000
Prevention Sub-Total					27%		\$675,000
Lowell	100	93	0	193	3%	Rapid Re Housing	\$70,000
Fall River	30	23	0	53	1%	Rapid Re-housing	\$40,000
Lynn	42	88	0	130	2%	Rapid Re-housing	\$50,000
Quincy/Weymouth	119	29	68	216	3%	Rapid Re-housing	\$70,000
Worcester City & County	170	171	27	368	6%	Rapid Re-housing	\$120,000
Brockton/Plymouth City & County	88	141	159	388	6%	Rapid Re-housing	\$120,000
Gloucester/Haverhill/Salem/Essex County	115	113	161	389	6%	Rapid Re-housing	\$120,000
Springfield/Hampden County	204	240	234	678	10%	Rapid Re-housing	\$200,000
Boston	1295	951	139	2385	37%	Rapid Re-housing	\$825,000
Rapid Re-housing Sub-Total					74%		\$1,615,000
Total							\$2,290,000

DHCD used the 2012 CoC Annual Point in Time Count for the homeless individuals and families in emergency shelter or living in a place not meant for human habitation. The number of families in hotels/motels was taken from a March 2013 Point in Time report conducted by DHCD. The more recent data for hotels/motels was used to reflect the very substantial decrease in the numbers of families being placed in hotels.

FY: 14 Contractor Name:

Amendment #, if Applicable :

If Federal Funds, CFDA #:

14.231

ATTACHMENT 2: PERFORMANCE MEASURES RAPID RE-HOUSING

Program Name: Emergency Solutions Grant		Document ID #:	MIMARS Code:	Program Type:	UFR Program Number:						
PROGRAM OUTPUTS		MEASURE		GOAL *							
				Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	
Please Note: All individuals and families must be unduplicated.											
1. Screen x individuals for RRR assistance	unduplicated count, submitted monthly to DHCD, tracked through agency records, HMIS optional	actual									
2. Screen x families for RRR assistance	unduplicated count, submitted monthly to DHCD, tracked through agency records, HMIS optional	actual									
3. x individuals will receive housing relocation and stabilization services (rental application fees, security deposit assistance, last month's rent, utility deposits, utility payments, moving costs, service costs, housing search and placement, housing stability case management, legal services)	may be duplicated, submitted monthly to DHCD, tracked through agency records, HMIS, and use of Touchpoints if utilizing DHCD's ASIST	actual									
4. x of individuals will receive short-term and/or medium-term rental assistance (including rental arrears)	may be duplicated, submitted monthly to DHCD, tracked through agency records, HMIS, and use of Touchpoints if utilizing DHCD's ASIST	actual									
5. x families will receive housing relocation and stabilization services (rental application fees, security deposit assistance, last month's rent, utility deposits, utility payments, moving costs, service costs, housing search and placement, housing stability case management, legal services)	may be duplicated, submitted monthly to DHCD, tracked through agency records, HMIS, and use of Touchpoints if utilizing DHCD's ASIST	actual									
6. x of families will receive short-term and/or medium-term rental assistance (including rental arrears)	unduplicated count, submitted monthly to DHCD, tracked through agency records, HMIS, and use of Touchpoints if utilizing DHCD's ASIST. End of program Annual Performance Report also required.	actual									
7. x individuals will be placed into permanent housing	unduplicated count, submitted monthly to DHCD, tracked through agency records, HMIS, and use of Touchpoints if utilizing DHCD's ASIST. End of program Annual Performance Report also required.	actual									
8. x families will be placed into permanent housing	unduplicated count, submitted monthly to DHCD, tracked through agency records, HMIS, and use of Touchpoints if utilizing DHCD's ASIST. End of program Annual Performance Report also required.	actual									
PROGRAM OUTCOMES		GOAL *									
1. % of individuals placed into permanent housing will retain their housing for at least 6 months after date of placement	Housing retention reporting submitted to DHCD quarterly tracked through agency records & internal database, use of HMIS optional	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7			
2. % of families placed into permanent housing will retain their housing for at least 6 months after date of placement	Housing retention reporting submitted to DHCD quarterly tracked through agency records & internal database, use of HMIS optional	actual									
3. The number of homeless individuals in emergency shelter within the CoC will be reduced by %	unduplicated count, DHCD emergency shelter records, percentage shall be determined by calculating the difference between March 2013 records and March 2014 records / March 2013 # of individuals in emergency shelters within the CoC.	actual									
4. The number of homeless families in non-EA emergency shelter within the CoC will be reduced by %	unduplicated count, DHCD will request baseline report from non-EA shelters requesting ESG funding. The percentage shall be determined by calculating the difference between baseline report and end of program report / end of program # of families in emergency shelter.	actual									
PROGRAM EFFICIENCY		GOAL *									
Rapid Re-Housing Program:		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7			
1. Average \$ cost per placement. DHCD expects that some households may receive significantly more financial assistance than others within the maximum amount of assistance permitted by the Commonwealth.	total funding request / # of placements into permanent housing.	actual									
PROGRAM EFFECTIVENESS		GOAL *									
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7			

Attach additional years, if appropriate-See additional sheet.

FY: 14 Contractor Name:

Amendment #, if Applicable :

If Federal Funds, CFDA #:

14.231

ATTACHMENT 2: PERFORMANCE MEASURES HOMELESSNESS PREVENTION/TPP

Program Name: Emergency Solutions Grant		Document ID #:	MMARS Code:	Program Type:	UFR Program Number:						
PROGRAM OUTPUTS		MEASURE			GOAL *						
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7			
all individuals and families should be unduplicated	Please note: All individuals and families must be unduplicated										
1. Screen x households for Prevention assistance	unduplicated count, submitted monthly to DHCD, tracked through agency records, HMIS optional	actual									
2. x households will receive housing relocation and stabilization services (rental application fees, security deposit assistance, last month's rent, utility deposits, utility payments, moving costs, service costs, housing search and placement, housing stability case management, legal services)	may be duplicated, must identify # of households made up of individuals vs. families, report must be submitted monthly to DHCD, tracked through agency records, HMIS, and use of Touchpoints if utilizing DHCD's ASIST	actual									
3. x of households will receive short-term and/or medium-term rental assistance (including rental arrears)	may be duplicated, must identify # of households made up of individuals vs. families, report must be submitted monthly to DHCD, tracked through agency records, HMIS, and use of Touchpoints if utilizing DHCD's ASIST	actual									
4. x of households re-located through homelessness prevention	unduplicated count, must identify # of households made up of individuals vs. families, report must be submitted monthly to DHCD, tracked through agency records, HMIS, and use of Touchpoints if utilizing DHCD's ASIST	actual									
5. x households enrolled in program will successfully prevent homelessness and exit program to permanent destination	unduplicated count, must identify # of households made up of individuals vs. families, report must be submitted monthly to DHCD, tracked through agency records, HMIS, use of Touchpoints if utilizing DHCD's ASIST, and Annual Performance Report	actual									
PROGRAM OUTCOMES		MEASURE			GOAL *						
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7			
1. % of households who received eviction prevention assistance will retain their housing for at least 6 months after eviction is	Housing retention reporting submitted to DHCD quarterly tracked through agency records & internal database, use of HMIS optional	actual									
PROGRAM EFFICIENCY		MEASURE			GOAL *						
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7			
1. Average \$ cost per placement. DHCD expects that some households may receive significantly more financial assistance than others within the maximum amount of assistance permitted by the Commonwealth.	total funding request / # of households who successfully prevent homelessness and exit program to permanent destination.										
PROGRAM EFFECTIVENESS		MEASURE			GOAL *						
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7			

Attach additional years, if appropriate See additional sheet

FY: 14 Contractor Name:

Amendment #, if Applicable:

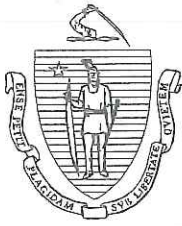
If Federal Funds, CFDA #:

14.231

ATTACHMENT 2: PERFORMANCE MEASURES SHELTER SUPPORT

Program Name: Emergency Solutions Grant		Document ID #:	MMARS Code:	Program Type:	UFR Program Number:						
PROGRAM OUTPUTS		MEASURE			GOAL *						
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7			
1. x shelter bed nights provided nightly	monthly bed register, may be duplicated	actual									
2. x individuals sheltered annually	unduplicated, HMIS, Annual Performance Report	actual									
3. x families sheltered annually	unduplicated, HMIS, Annual Performance Report	actual									
4. x individuals engage in case management services and work towards accessing housing and mainstream benefits	unduplicated, agency records, HMIS optional	actual									
5. x families engage in case management services and work towards accessing housing and mainstream benefits	unduplicated, agency records, HMIS optional	actual									
6. x individuals receive referral to ESG funded RRH program, if available within CoC	unduplicated, agency records, HMIS optional	actual									
7. x families receive referral to ESG funded RRH program, if available within CoC	unduplicated, agency records, HMIS optional	actual									
		actual									
PROGRAM OUTCOMES		MEASURE			GOAL *						
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7			
1. % of individuals enrolled in shelter placed into permanent housing	unduplicated, HMIS, Annual Performance Report	actual									
2. % of families enrolled in shelter placed into permanent housing	unduplicated, HMIS, Annual Performance Report	actual									
3. The shelter average length of stay will be reduced by %	Shelters will be required to submit an Annual Performance Report at beginning of contract period to establish a baseline length of stay for their shelter program. At the end of the program year, the average length of stay reported on the APR will be compared with the baseline to determine if there was a reduced length of stay at the shelter.	actual									
PROGRAM EFFICIENCY		MEASURE			GOAL *						
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7			
1. Average \$ cost per bed night	total funding request / (number of beds x 365 nights) (clients may be duplicated)	actual									
PROGRAM EFFECTIVENESS		MEASURE			GOAL *						
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7			

Attach additional years, if appropriate See additional sheet.



Commonwealth of Massachusetts
**DEPARTMENT OF HOUSING &
COMMUNITY DEVELOPMENT**

Deval L. Patrick, Governor ♦ Timothy P. Murray, Lt. Governor ♦ Aaron Gomstein, Undersecretary

AMENDMENT #2
and Question & Answer Document

Request for Responses (RFR) for the Emergency Solutions Grant (ESG) Program

Document Number: DHCD2014-01S

Amendment Date: May 6, 2013

PLEASE NOTE: This Word document is one of many documents that together with the RFR attachments comprise the entire Solicitation published on Comm-PASS. All Bidders are responsible for reviewing and adhering to all information, forms and requirements found on all Comm-PASS tabs for the entire Solicitation.

IMPORTANT: AMENDMENT #1, PUBLISHED ON APRIL 30, 2013, IS HEREBY RESCINDED IN ITS ENTIRETY. IT IS REPLACED BY THIS DOCUMENT, AMENDMENT #2.

Amendment #2, Part 1

DHCD is updating the CoC Need/Capacity/Maximum Funding Matrix to reflect a change in a CoC's original funding preference. The RFR is hereby amended as follows.

- 1) Section I, Part B, Funds Available, second paragraph starting on page 6, is stricken and replaced with:**

Through this RFR, the Commonwealth intends to award up to approximately \$4,925,000 in federal ESG funds for the period July 1, 2013 through June 30, 2014. In accordance with HUD's implementation of the HEARTH Act, ESG Interim Rule (published December 5, 2011), statutory requirements, and its consideration of services already funded through the Commonwealth and federal sources, DHCD is limiting this funding to the following ESG components:

- Up to approximately \$1,705,000 for Rapid Re-housing primarily for homeless individuals
- Up to approximately \$1,120,000 for Homelessness Prevention services primarily for families at-risk of homelessness. This amount includes up to \$210,000 for Tenancy Preservation Programs.
- Up to approximately \$2,100,000 for Shelter Support.

- 2) **Section I, Part C, Rapid Re-Housing Primarily for Homeless Individuals, first paragraph starting on page 7, is stricken and replaced with:**

Through this RFR, DHCD plans to make available up to \$1,705,000 to assist homeless households to move quickly into stable housing through Rapid Re-housing activities. A successful respondent will demonstrate how it proposes to use Rapid Re-housing funds as part of its effort to transfer emergency shelters within their CoC to a Housing First model, with the ultimate goal of decreasing the number of homeless individuals and families within the CoC.

- 3) **Section I, Part D, Homelessness Prevention services PRIMARILY for At-Risk Families, first paragraph on page 10, is stricken and replaced with:**

Through this RFR, DHCD plans to make available a total of up to \$1,120,000 for Homelessness Prevention services to help households at risk of becoming homeless avoid eviction.

- 4) **Appendix 6: CoC Need/Capacity/Maximum Funding Matrix, page 49, is replaced in its entirety with the following:**

Appendix 6: CoC Need/Capacity/Maximum Funding Matrix

The service option for each CoC is based on conversations with each of the 19 CoCs.

Successful awards will be dependent upon the submitted response. Respondents should not assume that they will be awarded the maximum amount allotted for their CoC. The amount of award may be significantly less than proposed if DHCD determines that the proposed response would not be the best value for the Commonwealth. Additionally, DHCD reserves the right to increase a CoC's maximum amount allotted if the CoC is exceeding performance measures and expects to be able to serve additional households.

CoC	Ind.	Fam.	Hotels	CoC Total	% of homeless HH's	CoC Option	Maximum Amount to Request
New Bedford	39	28	0	67	5%	Prevention	\$50,000.00
Somerville	47	21	0	68	5%	Prevention	\$50,000.00
Lawrence	66	7	0	73	5%	Prevention	\$50,000.00
Malden/Medford	0	19	84	103	7%	Prevention	\$70,000.00
Cambridge	165	26	0	191	14%	Prevention	\$130,000.00
Berkshire/ Franklin, Hampshire County	41	145	19	205	15%	Prevention	\$140,000.00
Brookline/Newton	57	11	163	231	16%	Prevention	\$160,000.00
Massachusetts Balance of State	122	155	187	464	33%	Prevention	\$260,000.00
Total Prevention				1402	100%		\$910,000
Cape Cod Islands	87	61	0	148	3%	Rapid Re-housing	\$50,000
Fall River	30	23	0	53	1%	Rapid Re-housing	\$40,000
Attleboro/Taunton/Bristol County	30	36	0	66	1%	Rapid Re-housing	\$40,000
Lynn	42	88	0	130	3%	Rapid Re-housing	\$50,000
Lowell	100	93	0	193	4%	Rapid Re Housing	\$70,000
Quincy/Weymouth	119	29	68	216	4%	Rapid Re-housing	\$70,000
Worcester City & County	170	171	27	368	7%	Rapid Re-housing	\$120,000
Brockton/Plymouth City & County	88	141	159	388	8%	Rapid Re-housing	\$120,000
Gloucester/Haverhill/Salem/Essex County	115	113	161	389	8%	Rapid Re-housing	\$120,000
Springfield/Hampden County	204	240	234	678	14%	Rapid Re Housing	\$200,000
Boston	1295	951	139	2385	48%	Rapid Re-housing	\$825,000
Total for Rapid Re-Housing				5014	97%		\$1,705,000
Totals for Combined Components							\$2,615,000

DHCD used the 2012 CoC Annual Point in Time Count for the homeless individuals and families in emergency shelter or living in a place not meant for human habitation. The number of families in hotels/motels was taken from a March 2013 Point in Time report conducted by DHCD. The more recent data for hotels/motels was used to reflect the very substantial decrease in the numbers of families being placed in hotels.

Amendment #2, Part 2

DHCD has made the decision to include mediation services as an eligible cost under the Rapid Re-housing and Homelessness Prevention components. As a result, the RFR is hereby amended as follows.

5) Section I, Part D2, page 11, first paragraph in section is stricken and replaced with:

Eligible costs include third party payments for one or more of the activities cited in Sections 576.105 and 576.106 of the Interim Rule, excluding credit repair services, to the extent necessary to prevent eviction and stabilize a household. The respondent should be aware that eligible costs vary depending on whether the household is moving into or residing in housing which will have some form of publicly funded rental assistance.

6) Section I, Part C2, page 9, first paragraph in section is stricken and replaced with:

Eligible costs include third party payments for one or more of the activities cited in Sections 576.105 and 576.106 of the Interim Rule, excluding credit repair services, to the extent necessary to help a household move as quickly as possible into permanent housing and achieve stability in that housing. The respondent should be aware that eligible costs vary depending on whether the household is moving into or residing in housing which will have some form of publicly funded rental assistance.

Amendment #2, Part 3

DHCD has made the decision to allow shelter staffing as an eligible cost under the Shelter Support component. As a result, the RFR is hereby amended as follows.

7) Section I, Part A, page 4, fifth bullet point is stricken and replaced with:

Funding for shelter staff under the Shelter Support component has been capped at a maximum of 50% of the total program budget, except for staff included in the respondent's 7.5% administrative/overhead budget line.

8) Section I, Part E4, page 14, first paragraph in section is stricken and replaced with:

Eligible shelter support operations costs are those costs associated with creating and/or operating new or unfunded emergency shelter beds or rooms for homeless individuals or families in high need areas. Funding requests for shelter staffing shall be capped at a maximum of 50% of the total program budget. Please note, requests for rehabilitation of shelter facilities to create new community beds will not be granted. However, one-time costs for painting, repairs, beds, etc. will be considered.

9) Section I, Part E5, page 15, first paragraph in section is stricken.

10) Section I, Part E5, second paragraph and bullet points are stricken and replaced with:

The following are examples of other ineligible shelter support costs that will not be funded through this procurement:

- Costs associated with operating transitional shelter programs, transitional housing programs, or permanent housing programs.

- Recruitment or training of staff.
- Depreciation.
- Entertainment, time or travel, lodging or fees for attending conferences or retreats.
- Public relations or fund raising.
- Bad debts/late fees.
- Costs associated with the organization rather than the ESG portion of the shelter (i.e. membership dues, trade journal subscriptions.).
- Mortgage or rental costs to a respondent or a respondent's subcontractor which has ownership or other financial interest in the facility or who has a subsidiary with ownership or another financial interest in the facility. **Note:** a landlord may not be the respondent or a subsidiary of the respondent and is not considered a subcontractor.
- Advocacy, planning, and organizational capacity building.
- Purchase of a vehicle to provide transportation.

Amendment #2, Part 4

DHCD has increased the length of stay under the Domestic Violence component to a maximum of 120 nights per family, reimbursable at a maximum rate of \$80 per night. As a result of this change, the following sections of the RFR are changed:

- 11) Section I, Part A, page 5, under Shelter Support, third item: Strike the word "very".
- 12) Section I, Part A, page 6, under the first paragraph of text, third bullet: Strike the word "very".
- 13) Section I, Part E, page 13, under E.3 Emergency Shelter for Families Currently Fleeing Domestic Violence (DV), first paragraph: Strike the word "very".
- 14) Section I, Part E, page 13, under E.3 Emergency Shelter for Families Currently Fleeing Domestic Violence (DV), second paragraph: Strike the number "4" and replace with the number "120". Also, strike the word "very".
- 15) Section IV, Part A, page 30, under A3. Narrative Response Guidelines, item v., fourth bullet: Strike the number "4" and replace with the number "120".

QUESTIONS & ANSWERS

Below are responses to questions submitted to DHCD by noon on May 1, 2013.

A. RAPID RE-HOUSING

1. Question: The Rapid Re-Housing narrative (pg. 27, v.) refers to "prevention program", should this be changed to "Rapid Re-Housing" program?

v. A description of housing retention outcomes for ESG and other similar programs operated by the respondent. This description should include:

- *The percent of households previously served through the respondent's ESG funded Homelessness Prevention program that remained in housing...*

Response: Yes, page 27 of the RFR, Section IV. Part V, the first bullet is corrected to state:

"The percent of households previously served through the respondent's ESG funded Rapid Re-housing program who remained in housing at 6 & 12 months after receiving assistance or the percent of households previously receiving prevention services funded by other sources who remained in housing at 6 & 12 months after receiving assistance. "

2. Do individuals who are applying for political asylum qualify for financial assistance towards their housing expenses under the rapid re-housing emergency solutions grant?

Response: HUD has provided the following response to this question.

Title IV of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) generally prohibits the provision of "federal public benefits" to an alien who is not a "qualified alien." PRWORA vests the Department of Justice's Attorney General with primary responsibility for implementing the PRWORA verification requirements. DOJ's functions regarding citizenship and immigration issues were transferred to the U.S. Citizenship and Immigration Services (USCIS). The USCIS website refers the public to the "Interim Guidance on Verification of Citizenship, Qualified Alien Status and Eligibility Under Title IV of [PRWORA]" 62 FR 61,344, (November 17, 1997), available at <http://www.gpo.gov/fdsys/pkg/FR-1997-11-17/pdf/97-29851.pdf>. This guidance is for entities administering a non-exempt federal public benefit, other than non-profit charitable organizations. Questions on the Interim Guidance, including verification procedures, should be directed to the local USCIS office. Your local office can be located online at: https://egov.uscis.gov/crisgwi/go?action=offices.type&OfficeLocator.office_type=LO. In addition, you may call the national customer service line at 1-800-375-5283.

Nonprofit charitable organizations are not required to verify applicants' status before providing federal public benefits, and certain federal public benefits are exempt from the PRWORA requirements altogether. For specific information on the exemption for nonprofit charitable organizations, please see pages 61345 to 61346 of the Interim Guidance. For specific guidance on which federal public benefits are exempt, please see Attachment 3 of the Interim Guidance (pages 61361-61362) and the Attorney General's Final Specification of Community Programs Necessary for Protection of Life or Safety Under Welfare Reform Legislation, 66 FR 3613 (Jan. 16, 2001), which is available at: <http://www.gpo.gov/fdsys/pkg/FR>

B. HOMELESSNESS PREVENTION/TPP

3. Question: For a Homelessness Prevention application, what ratio of operating costs to client financial assistance is expected to be reflected in our ESG budget? What, if any, is your specific criterion on the maximum percentage of operating costs versus the total grant amount that is used as a guideline for evaluating the grant responses?

Response: Since the cost of preventing homelessness varies across the Commonwealth due to the AMI and cost of living in each CoC, DHCD has not established a maximum percentage for operating costs. However, DHCD expects that the majority of ESG funds will be used for financial assistance to households that would otherwise become homeless. Responses seeking staffing and operating costs should demonstrate within their response a clear need for the proposed costs and organizations which currently receive ESG funding should base their request on the costs of operating their current ESG program. Additionally, organizations should expect that their proposed cost per household will be evaluated. Points will be given to respondents that leverage existing staff as opposed to using substantial ESG funds for staff for program activities and to respondents that include a firm match commitment as evidenced through a letter from each original funding source. Preference will also be given to respondents that demonstrate their ability to achieve substantial measurable outcomes by maximizing the funding available and requested.

4. Question: Section D. page 10 of the RFR, which describes the Homelessness Prevention Services funded through the ESG grant, states that: "Up to approximately one third of the funding amount requested must be used to serve eligible individuals." Please clarify this requirement and how it should be reflected within the proposed budget.

Response: DHCD expects that approximately one third of the households served by a homelessness prevention program will be households made up of adult individuals with no dependent children. The proposed budget should not set aside separate funding designated to individuals, as serving individuals should be part of the overall program budget. Rather the program design should allow for eligible households to be served (i.e. Organizations should not state in their response that they will serve families only through their homelessness prevention program.) Successfully awarded programs will be monitored throughout the contract period to ensure that households with no dependent children have access to homelessness prevention services through ESG.

5. Regarding Attachment 2: Performance Measures for Homelessness Prevention, how do we interpret the program output #5, which asks for the number of households enrolled in the program who were prevented from homelessness and "exited the program to a permanent destination"? If they retained their housing but did not move anywhere, are they included in this number?

Response: On Attachment 2: Respondents are asked to project how many households will exit their program to a permanent housing destination. Successfully awarded programs will then be asked to submit

an Annual Performance Report at the end of their contract period; this report will generate the number of households that exited the program and their residence at exit. All households served by the organization will appear on this report given that they were successfully entered into the organization's HMIS and an Intake and Exit assessment was completed. DHCD will then compare the actual outcomes with the original proposed outcomes to evaluate performance. Households that receive homelessness prevention assistance to remain in their original housing unit will be captured in this report and should be included in the projected performance measure.

6. Regarding Attachment 2: Performance Measures for Homelessness Prevention, under Program Efficiency there is a heading "Rapid Re-Housing Program." Since this is part of Homelessness Prevention Performance Measures, it is confusing. Is this the correct heading?

Response: No, this is an error. Rapid Re-Housing Program should be removed.

Homelessness Prevention programs are asked to report on the average cost of assistance per household. The measure under Program Efficiency should read *"Average \$ cost of prevention assistance per household. DHCD expects that some households may receive significantly more financial assistance than others within the maximum amount of assistance permitted by the Commonwealth."* DHCD will monitor the cost of prevention assistance per household throughout the contract period for successfully awarded programs.

7. If an organization is applying for Homelessness Prevention and would like to also apply for funding to support a Tenancy Preservation Program should they submit one combined response or two individual responses?

Response: Two separate responses should be submitted. Organizations requesting funding for a Tenancy Preservation Program and funding for a CoC designated Homelessness Prevention or Rapid Re-housing program should submit one TPP response and one separate response for the Homelessness Prevention or Rapid Re-Housing component

8. Under 'D2. Eligible Costs', the RFR states: Eligible costs include third party payments for one or more of the activities cited in Sections 576.105 and 576.106 of the Interim Rule excluding mediation and credit repair services, to the extent necessary to prevent eviction and stabilize a household. I am assuming 'excluding mediation' means only that 'third party' payments cannot be made for purchasing mediation or credit repair services, not that ESG staffing dollars can't be used for mediation. Am I accurate? Please confirm this.

Response: Please refer to Amendment #2, Part 2. The RFR has been amended to allow mediation services as an eligible cost under the Rapid Re-housing and Homelessness Prevention components.

9. For TPP respondents, should the Attachment 2 Performance Measures report only on TPP households with a Writ of Summary process, and not all households served by TPP? Those with a Writ represent a subset of participants.

Response: Correct. In order to assure compliance with HUD ESG guidelines, TPP programs should only report on those households served that have a Writ of Summary process and meet all of the ESG eligibility and recordkeeping requirements.

C. SHELTER SUPPORT

10. If DHCD currently uploads data to create a single aggregate APR for multiple shelters receiving ESG funding, should a single APR run by DHCD be submitted with the shelter support application?

Response: No, each organization requesting funding within a Shelter Support response must submit an APR for each shelter program they are requesting funding for. The APR should be produced by the organization(s) or the HMIS lead agency from that organizations HMIS. For example, a lead agency requesting shelter support funding proposes to sub-contract to 3 additional agencies within their response. An APR should be included in the response for each agency listed in the application, so the response would contain 4 APR's; one for the lead agency shelter program and one for each additional proposed sub-contracted agency. A second example would be an organization requesting funding for two shelter programs within their organization, the organization should submit a separate APR for each shelter program.

11. Per the RFR, ESG will no longer fund staff within the Shelter Support component. Our agency is now at a loss as to how to fund our case management and housing search staff. Are there any alternatives to continue funding shelter support case management?

Response: Please refer to Amendment #2, Part 3. The RFR has been amended to allow up to 50% of the total program budget request for Shelter Support funding to be used towards shelter staffing.

Additionally, CoC's are encouraged to communicate with their Entitlement Community, if applicable, to identify ESG, CDBG, and other funding sources to potentially help shelters address their staffing needs.

12. Organizations requesting funding to create emergency shelter rooms for families currently fleeing domestic violence are asked to only shelter a household for a maximum of 4 nights per family. Is the measurement of success whether or not the family leaves emergency shelter to another appropriate placement within 4 days? If so, what are examples of appropriate placements? Typically, families in a short term DV shelter move to other long-term DV shelters.

Response: Organizations requesting funding for DV beds are required to submit Attachment 2: Performance Measures Shelter Support with their response. Respondents are required to include the pre-set performance measures included on Attachment 2 with their application. Respondents may opt to include additional performance measures, though they are not required.

Because DHCD has limited funding for domestic violence emergency rooms to 120 (changed from 4 per Amendment #2, Part 4, above) nights per family, it is not expected that all families will be successful in returning to permanent housing in the community within the 120 night period. The expectation is that the DV shelter will determine the most appropriate placement for the family. Appropriate placement may include longer-term DV shelters, staying or living with a friend or family member temporarily or on a permanent basis, a transitional housing program, an Emergency Assistance funded placement if the family is EA eligible, or other housing options determined to be safe for the family.

13. For Shelters requesting funding for families currently fleeing domestic violence, what would happen if a grantee program is not able to move the homeless family before the 4 night maximum? Would the program be out of compliance?

Response: DHCD has amended the RFR to change the number of nights funded to 120. See Amendment #2, Part 4 above. Organizations with a contract to provide emergency shelter for families fleeing domestic violence will be reimbursed for a maximum of 120 nights per family at a maximum rate of \$80 per night. If the shelter provider is unable to place the family into an alternative housing option, and opts to have the family remain in the shelter room originally provided, the organization will be responsible for identifying other funding sources to cover the nightly cost of sheltering that family.

14. We currently receive operations money for our DV emergency shelter. Are we eligible to apply for ESG funding for our DV beds?

Response: Through the ESG RFR, DHCD plans to award funding to DV shelters with unfunded beds only. Unfunded beds are those for which state and/or federal funds are not currently provided. These beds may already exist OR the agency may establish additional new beds within their shelter or at an alternative location to help meet the need for sheltering families currently fleeing DV.

D. OTHER

15. My CoC has decided to apply for Homelessness Prevention, does that mean organizations within our CoC may not submit a response requesting funding for Shelter Support.

Response: No, There is no limit to the number of organizations within a CoC that may submit a response under the Shelter Support component.

16. Per the RFR, each CoC can only apply for one component - either Rapid Re-housing or Homelessness Prevention. How should a CoC proceed if there are multiple agencies within the CoC interested in applying for the same component? Additionally, if multiple agencies within a CoC apply for the same component will that put the CoC at jeopardy of not being funded at all?

Response: Each CoC must choose between applying for Homelessness Prevention funding or Rapid Re-housing funding. DHCD consulted with each CoC prior to the release of the RFR and developed Appendix 6, The CoC Need/Capacity/Maximum Funding Matrix, based on those conversations.

DHCD will only accept one application for either Homelessness Prevention or Rapid Re-housing funding per CoC. If multiple agencies within a CoC are interested in applying for funding, the CoC may submit a collaborative application with a designated lead agency. Please see Section I part F3 for additional information on sub-contracting.

If multiple responses are received from a CoC for the Homelessness Prevention or Rapid Re-housing component, all but a single response will be disqualified. The Procurement Management Team (PMT) may contact the CoC for clarification about which response DHCD should consider.

17. Should the Attachment 2: Performance Measure Goals be completed for Year 1 only or additional years as well?

Response: Attachment 2: Performance Measure Goals should be completed for Year 1 only. In the event that contracts are renewed for an additional one year period, performance measurements will be negotiated at that time.

18. The RFR Summary states the following changes to ESG within this RFR:

- Additional screening criteria required by DHCD to qualify for Homelessness Prevention services have been eliminated; and
- Increased the types of eligible costs that can be authorized under Rapid Re-housing and Homelessness Prevention to more closely align with the Interim Rule.

How will these changes affect existing DHCD ESG Prevention & Rapid Re-housing programs?

Response: After consulting with existing Homelessness Prevention programs, DHCD has made the decision to eliminate the three additional criteria required to qualify for homelessness prevention services (history of homelessness, history of DV, and/or household member with a disability.) By eliminating the additional criteria imposed by DHCD, we are hoping to expand the pool of eligible households for prevention services thereby successfully preventing homelessness for more households across the Commonwealth. This change will not affect Rapid Re-housing programs.

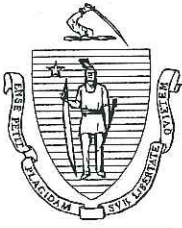
By increasing the eligible costs to more closely align with the Interim Rule, DHCD expects that organizations will have more flexibility within their prevention and rapid re-housing programs to better serve households in need. These changes will become effective July 1, and do not apply to current contracts.

19. Appendix 6: CoC Need/Capacity/Maximum Funding Matrix of the RFR shows the total funding to be at \$2.6 million, but the RFR indicated DHCD intends to award approximately \$4,925,000 million in federal ESG funds. Is the balance going to emergency shelter?

Response: Yes, the balance is going towards Shelter Support and Tenancy Preservation Programs.

20. Appendix 1, item 3a ask for us to attach the HUD HMIS Annual Performance Report. Is this the AHAR or something else?

Response: The Annual Performance Report is a report generated through your HMIS system. This is not the AHAR. For assistance running an APR, please consult your local HMIS Lead Agency.



Commonwealth of Massachusetts
**DEPARTMENT OF HOUSING &
COMMUNITY DEVELOPMENT**

Deval L. Patrick, Governor ♦ Timothy P. Murray, Lt. Governor ♦ Aaron Gornstein, Undersecretary

AMENDMENT #3
and Question & Answer Document (Part II)

Request for Responses (RFR) for the Emergency Solutions Grant (ESG) Program

PLEASE NOTE: This Word document is one of many documents that together with the RFR attachments comprise the entire Solicitation published on Comm-PASS. All Bidders are responsible for reviewing and adhering to all information, forms and requirements found on all Comm-PASS tabs for the entire Solicitation.

Document Number: DHCD2014-01S

Amendment Date: May 9, 2013

NEW Deadline for Written Questions: Tuesday, May 14, 2013, 12:00 PM

NEW Response Submission Deadline: Thursday, May 23, 2013, 3:00 PM

IMPORTANT NOTICE: Due to technical issues with the DHS-Housing@MassMail.state.ma.us email address, DHCD is **not** confident that it received all emails containing questions regarding this RFR. Therefore, DHCD is requesting that **all** emails originally sent to this email address be **FORWARDED** to this one:

Elisa.Bresnahan@state.ma.us

Amendment #3, Part 1: Reopening of Opportunity to Submit Written Questions

Prospective respondents needing additional clarification of information contained in the RFR and amendments must submit written questions to the email address identified below by 12:00 p.m. on May 14, 2013. **VERBAL QUESTIONS WILL NOT BE ANSWERED.** Written questions should be e-mailed to Elisa.Bresnahan@state.ma.us.

Written answers to questions submitted prior to the deadline will be posted on Comm-PASS by 5:00 PM on May 15, 2013. The identity of the organizations submitting questions will not be included.

Amendment #3, Part 2: Extension of Response Deadline

The deadline for responses to this RFR is hereby extended to Thursday, May 23, 2013, at 3:00PM.

Amendment #3, Part 3: Replacement of Attachment 3, Fiscal Year Program Budget

It has come to DHCD's attention that the MS Excel spreadsheet provided on the Comm-PASS Forms & Terms tab contains locked cells and faulty formulas, rendering it unsuitable for completion. Therefore,

DHCD is replacing this spreadsheet with a version in MS Word. The instructions for this form's submission remain the same:

Attachment 3: Fiscal Year Program Budget	Complete in MS Excel Word and submit printed form(s) with each copy of the full response. An electronic copy on a Flash Drive containing the Attachment 3(s) is also required. A Fiscal Year Program Budget must be completed for the overall program and for each sub-contract proposed within the response.
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Amendment #3, Part 4: QUESTIONS & ANSWERS (PART II)

Below are responses to questions that were not included in the original Question & Answer section of Amendment #2.

A. Rapid Re-housing

1. Would DHCD consider allowing salary positions for Rapid Re-housing supervisors given that in SFY13 supervisors clearly demonstrated there is a need for someone to manage the complicated set of program operations and regulations, community partner logistics, reporting, program tracking and ongoing data management, and general day to day case needs? In particular, would DHCD consider such a cost appropriate for larger grants that involve proportionally more complex referral and partner systems?

Response: Per the Interim Rule, staff and overhead costs directly related to carrying out activities eligible under Section 576.101 – Section 576.107 are eligible as part of those activities, this includes the Rapid Re-housing component. Additionally, recipients may use up to 7.5% of their program budget for the payment of administrative costs related to the planning and execution of ESG activities. Eligible administrative costs include, but are not limited to: preparing program budgets and schedules, and amendments to those budget and schedules; developing systems for assuring compliance with program requirements; developing interagency agreements and agreements with subcontractors; and monitoring program activities and compliance with program requirements. For a more complete list of eligible administrative costs, please refer to Section 576.108 of the Interim Rule.

2. What is DHCD's intent in linking rapid rehousing responses to a community's willingness to increase family shelter beds and would DHCD consider removing that link given that it is both unrelated to a given respondent's potential performance as it relates to RRH goals and actually incentivizes communities to create more shelter rather than using their resources for permanent housing opportunities?

Response: The interim rule requires ESG recipients and sub recipients to coordinate and integrate, to the maximum extent practicable, ESG – funded activities with other programs targeted toward homeless people. DHCD is aware of the need for non-EA family shelter beds across the state and encourages Entitlement communities to utilize ESG and other funding sources to address this need locally. As such, we will award 15 points to respondents requesting funding, under any ESG component, which are active members of a CoC that is successful in establishing an agreement with its entitlement community to fund non-EA emergency shelter beds for homeless families.

3. Would DHCD consider allowing transitional housing clients to access RRH funds in certain situations where such assistance would be appropriate for that client?

Response: This is a policy issue that remains under discussion. However, for the current ESG RFR, DHCD will continue to limit Rapid Re-housing assistance to households residing in emergency shelter or a place not meant for habitation. Therefore, Households residing in transitional housing will continue to remain ineligible for DHCD ESG Rapid Re-housing assistance.

4. This question is asking for clarification in regards to a specific situation. If there is a mother in an emergency shelter for individuals in Boston, and has children under 18 currently residing with family, but wants to get an apartment so that they can all live together, does the assistance need to be prorated to only cover the mother based on the fact that only she is in shelter?

Response: Households which qualify for Rapid Re-Housing or Prevention services are eligible for up to \$2,000 in assistance if moving into subsidized housing and up to \$4,000 in assistance if moving into unsubsidized housing. If the household is moving into or residing in unsubsidized housing and the contracted agency determines that the household is eligible for rental assistance, it is up to the agency to determine how much rental assistance is necessary to help stabilize the household within the guidelines of ESG, this may or may not be a prorated portion of the rent.

5. Currently, in addition to documenting the services that we provide, we document housing retention status on a monthly basis and we document housing retention status and income changes on a quarterly basis. Is this sufficient for next year's Rapid Re-Housing program?

Response: The RFR requires that successful respondents report on housing retention on a quarterly basis. Income changes will be captured by completing a quarterly and/or exit assessment on clients enrolled in the program. You will not be required to report on income changes outside of completing the required assessments. Additionally, you will not be required to track income changes once a household has exited the program.

6. Under the Rapid Re-housing component the RFR provides that respondents "may use up to approximately one third of the funding amount requested to provide assistance to eligible families residing in non-EA funded and non-federally funded emergency shelters" (page 8). May ESG Program funding be used to provide assistance to eligible families residing in motels which are serving as non-EA funded and non-federally funded emergency shelters?

Response: Yes, families residing in non-EA funded or non-federally funded emergency shelters may access ESG Rapid Re-housing assistance provided that they meet all ESG eligibility requirements and that they are in fact in emergency shelter and not a transitional housing program.

7. The RFR prohibits tenants from receiving assistance from both ESG and RAFT. The CoC assumes that the intent is to prohibit a tenant from receiving financial assistance from ESG and from RAFT. However, if a tenant did not receive any ESG financial assistance, would it be possible for a tenant to receive services from a staff person funded by ESG and receive financial assistance from RAFT?

Response: Section 576.105 (d) of the Interim Rule states that ESG financial assistance cannot be provided to a program participant who is receiving the same type of assistance through other public sources.

DHCD has further stated that ESG may not be combined with RAFT financial assistance. However, since RAFT does not offer long term housing stability case management services, a household may potentially receive financial assistance from RAFT and then receive housing stability case management from ESG provided that the household meets all of the ESG eligibility and recordkeeping requirements.

8. In the 1st paragraph on Page 9 of the RFR it's underlined that Respondents requesting RRH services MUST serve eligible homeless families. If the respondent operates an individual shelter and EA funds are used to meet homeless family's needs in the community, does this mean that the individual shelter may not apply for RRH funds?

Response: An organization that operates an individual shelter may apply for funding under the Rapid Re-housing component. However, up to approximately one third of the funding for RRH must be used to serve non-EA eligible families. Therefore, the organization should have a plan to screen and serve eligible homeless families that may be in need of assistance. The organization may adjust their program design to serve eligible families, or they may subcontract to an organization that currently serves homeless families.

9. Is temporary placement in a motel for families (using non-EA or non-federal funds) acceptable while RRH services begin?

Response: To qualify for Rapid Re-housing assistance, households must be literally homeless in an emergency shelter or a place not meant for habitation. This may include a hotel/motel for families not paid for by State EA, but by other charitable organizations, and/or federal or local government programs as long as the hotel is considered an emergency shelter and not a transitional housing program.

B. Homelessness Prevention

10. Given the cut in ESG, the CoC will struggle to maintain 1 FTE prevention staff person in the community served by our CoC. Is it possible for a CoC to request funding for staff only and not for emergency financial assistance? Will a CoC that puts most or all of its ESG funding towards prevention case management be penalized for not putting funds towards direct financial assistance?

Response: DHCD expects that the majority of ESG funds will be used for financial assistance to either rapidly re-house homeless households or to prevent homelessness for those households at imminent risk of becoming homeless. However, DHCD has not established a maximum percentage for operating costs. Responses seeking staffing and operating costs should demonstrate within their response a clear need for the proposed costs.

11. Cambridge does not have a Housing Court, and the CoC is interested in utilizing ESG funds to develop a program using the Tenancy Preservation Program as a model in the Cambridge District Court setting. Can the CoC's response include multiple programs – one program/subcontract to provide TPP-like services and another to augment the CoC's existing ESG Prevention Program? These programs would be integrated into the CoC's network of prevention programs, but would operate as distinct programs. We understand that a Lead Agency must be designated to submit a collaborative application and we understand the responsibilities of the Lead Agency as outlined in the RFR, but want to confirm that a response including two separate programs is appropriate.

Response: Cambridge as a CoC may apply for funding under the Homelessness Prevention component AND funding under the TPP subset of Homelessness Prevention. Two separate responses must be submitted. The CoC must use the Maximum Amount to Request as listed in Appendix 6 towards the

traditional ESG Homelessness Prevention program. An additional request for funding under the TPP program must be drawn from the \$210,000 that is designated for Tenancy Preservation Programs.

C. Shelter Support

12. Can programs that received ESG Shelter Support funds in SFY13 apply in SFY14 to continue funding the same beds and costs?

Response: Yes.

13. Under Shelter Support, can DHCD define what a "rapid rehousing" plan is and how the need for those plans can be balanced with the requirement that shelters do not ask clients to sign anything or engage in program activities?

Response: ESG shelter support funds will only be awarded to respondents that operate low threshold emergency shelters with unfunded beds that accept any homeless person in need, without a requirement to participate in program activities. However, to further support the housing first model, shelter guests may be required to comply with a rapid re-housing plan. This plan should include activities that directly relate to the individual becoming housed. The plan may include such required tasks as completing forms, applications, meeting with property owners, keeping appointments, and increasing income, where possible. A rapid re-housing plan does not mean shelter guests must participate in ongoing counseling or other services, including substance abuse treatment, unless not doing so would directly prevent them from obtaining housing.

14. Currently our Shelter Support Grant funds 50 overflow beds including a case manager position and our goals include housing the clients staying in these beds. Currently, if a client received housing support from another ESG grant, then we cannot count those clients towards our performance measures. In the new grant, since we cannot fund a case manager to provide housing search, we may need to rely on another ESG grant to help provide housing search to the clients staying in ESG funded beds. In this scenario, will these placements be able to be used towards our performance measures? The question is do we create our goals about how many of the clients can successfully be placed in housing regardless of where they received housing search services?

Response: Organizations requesting funding under the Shelter Support component should expect to report on the shelter as a whole, rather than only reporting on beds directly funded by ESG. Therefore, your projected performance measures should reflect the number of clients that are expected to be successfully placed into housing throughout the year regardless of where they receive housing search services.

15. I am seeking clarification on the information requested in Attachment #2: Performance Measures for Shelter Support. If an application is seeking funding only for overflow beds rather than community beds, should the program outputs questions be answered with regard to only the overflow beds for which funding is requested, or the overall shelter?

Response: Organizations requesting funding under the Shelter Support component should complete Attachment 2: Performance Measures for the overall shelter. Successful respondents will be expected to report on performance measurements for the entire shelter, not just the beds that directly receive ESG funding.

16. Would DHCD consider allowing salary positions for Shelter Support staff given that shelter staff play an integral and critical role in facilitating referrals to rapid rehousing and other housing programs and are those individuals that would develop a "rapid rehousing plan" with shelter clients, as directed by the RFR, and as HUD specifically allows using ESG shelter support funds for staff?

Response: Yes. However, per the RFR requests for shelter staff has been capped at a maximum of 50% of the total program budget, except for staff included in the respondent's 7.5% administrative/overhead budget line. Please see Amendment #2

17. Currently we receive ESG/Shelter Support money to fund a full time Case Manager. Through this funding we were also able to create 5 additional low threshold beds. Is there any way to grandfather in agencies who currently receive ESG money to pay for staff? Our ability to continue to have those 5 low-threshold beds is in jeopardy without this case management staff.

Response: Positions funded under SFY13 ESG Shelter Support component will not be automatically funded under this RFR. Please see Amendment #2 in regards to funding for staffing under Shelter Support.

D. Other

18. Can clients who were served in SFY13 and did not fully exhaust their financial assistance or timeline cap continue to be served using SFY14 funds? If so, how will those clients be reflected when reporting the number of individuals served in a given contract year?

Response: Yes, clients who received Rapid Re-housing or Homelessness Prevention assistance in SFY13 are eligible to receive continued assistance under SFY14 contracts provided that they have not exhausted the financial assistance cap set by DHCD, or received more than 24 months of assistance within a 3 year period per the HUD Interim Rule.

Households served in two consecutive contract years will be counted as being served in each contract period, meaning they will count towards the providers projected Performance Measurements. However, DHCD will require contractors to track households that receive assistance within two consecutive contract periods separately so that we may report this information to HUD.

19. Does DHCD intend to ensure all contracts are in place by July 1st so a disruption in services doesn't hinder current staffing levels and program operations?

Response: DHCD is committed to notifying successful respondents of their non-conditional award amount as quickly as possible and anticipates July 1 contract start dates. The contract negotiation period may prohibit DHCD from establishing a July 1st contract start date. We will be working diligently to establish ESG contracts within a timely manner and ask that respondents fully cooperate with the rules of the RFR and any negotiations that may be necessary to help make this process as streamlined as possible.

20. In regards to the Customized Attachment 2: is DHCD requesting that we complete a projection for Year 2 on this attachment, as well as the "actual" data drawn from FY'13?

Response: Respondents should fill in their projected outcomes under Program Outputs on Attachment 2. For example, the program output currently reads "Screen x individuals for RRH assistance", respondents should replace x with the number of individuals they expect to serve. Attachment 2 should be submitted with the term actual in the column Year 1. If your response is successfully awarded funding, you will be required to submit Attachment 2 at the end of the contract period with the actual performance measures achieved in the Year 1 column.

21. Is the Category of Funds for the Attleboro/Taunton/Bristol County area being changed from Homeless Prevention Services to Rapid Re-Housing Services?

Response: Yes, per the request of the CoC. Please see Amendment #2.

22. What documentation is needed in the file for a child of a household served under ESG?

Response: Birth certificate, social security card, and verification of any income in the name of the child are required documentation for children in households receiving ESG assistance.

23. Are Court-based landlord/tenant mediation services eligible to be funded through this RFR? The RFR seems to exclude mediation services but there was some question among CoC members about whether the exclusion was meant to cover Court-based mediation.

Response: Yes, court based landlord/tenant mediation is an allowable cost under the Rapid Re-housing and Homelessness Prevention components. Please see Amendment #2.

24. In regards to the Customized Attachment 2: SFY'13 our CoC was Hampden, Franklin & Hampshire Counties and for SFY'14 our CoC has (already been) reconfigured, and we are Berkshire, Franklin & Hampshire Counties. For the purposes of completing the data inquiries on the attachment, should we be reporting on Berkshire/Franklin/Hampshire's collective SFY'13 performances? This is the new/proposed collaborative project we are proposing to have funded under ESG Prevention for SFY'14. Or would DHCD prefer that we report on the entirety of the FY'13 grant we served as the Lead Agency for--which would include the Hampden County data as well? Essentially we are proposing to combine the Prevention programs that were funded in FY'13 in the Berkshires with the Community Action (exclusive of VOC in Hampden Co) FY'13 program. Please advise on what we should be reporting on in this attachment.

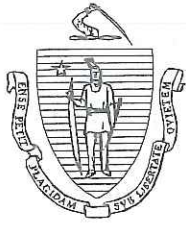
Response: For SFY13, you should report on the entirety of the SFY13 grant that you served as the Lead Agency for, including Hampden County.

As part of your response to the ESG RFR, Attachment 2 should include projected performance measures for the entire proposed service area which should include all areas within the newly configured CoC.

Responses are required to include the pre-set program outputs listed on Attachment 2. These program outputs should align with the request for funding described in the narrative response. Respondents may choose to report on additional performance measurements, though they are not required or necessary.

25. Are agencies within the Balance of State exempt from the requirement to submit a letter of support from the CoC since the CoC chair is DHCD?

Response: Yes, organizations within the Balance of State CoC are exempt from the requirement to submit a letter of support from their CoC. However, if that organization is also located within an Entitlement Community, Appendix 4: Entitlement Community Sign-Off must be included in your response.



Commonwealth of Massachusetts
**DEPARTMENT OF HOUSING &
COMMUNITY DEVELOPMENT**

Deval L. Patrick, Governor ♦ Timothy P. Murray, Lt. Governor ♦ Aaron Gornstein, Undersecretary

AMENDMENT #4

Question & Answer Document (Part III)

Request for Responses (RFR) for the Emergency Solutions Grant (ESG) Program

PLEASE NOTE: This Word document is one of many documents that together with the RFR attachments comprise the entire Solicitation published on Comm-PASS. All Bidders are responsible for reviewing and adhering to all information, forms and requirements found on all Comm-PASS tabs for the entire Solicitation.

Document Number: DHCD2014-01S

Amendment Date: May 15, 2013

IMPORTANT: The response to question #11 provided in Amendment #3's Questions & Answers (Part II) published on May 9, 2013, is hereby stricken and replaced with the response provided to question #1 within this document.

QUESTIONS & ANSWERS (PART III)

Below are responses to questions that were submitted in response to the reopening of opportunity to submit written questions.

A. RAPID RE-HOUSING

No questions pertaining to the Rapid Re-housing component were submitted for review during this response period.

B. HOMELESSNESS PREVENTION

1. Cambridge does not have a Housing Court, and the CoC is interested in utilizing ESG funds to develop a program using the Tenancy Preservation Program as a model in the Cambridge District Court setting. Can the CoC's response include multiple programs – one program/subcontract to provide TPP-like services and another to augment the CoC's existing ESG Prevention Program? These programs would be integrated into the CoC's network of prevention programs, but would operate as distinct programs. We understand that a Lead Agency must be designated to submit a collaborative application and we understand the responsibilities of the Lead Agency as outlined in the RFR, but want to confirm that a response including two separate programs is appropriate.

Response: The response previously provided was incorrect. Because Cambridge does not have an existing eligible Tenancy Preservation Program, the CoC is not eligible to apply for funding within the TPP subset of \$210,000. However, the CoC may incorporate mediation activities into its proposed Homelessness Prevention Program for eligible ESG households. Homelessness Prevention responses may include a subcontract(s) with another service provider in the CoC to provide different types of eligible prevention activities, but the response must propose a single cohesive program which may offer multiple coordinated services.

2. If a CoC does not have to have an existing Tenancy Preservation Program, but is interested in creating one, may they apply for the TTP set aside funds within the ESG RFR?

Response: No. Only existing eligible TPP programs may apply for the set aside funding of \$210,000 through the ESG RFR.

3. Can a CoC that has been designated to receive Rapid Re-housing funds, but also has an existing TPP program make a request for TPP?

Response: Yes, if the TPP program is an existing eligible Housing Court approved TPP the Respondent may apply for funds under the set aside funding of \$210,000 through the ESG RFR.

4. This is a two part question. The responses have been labeled accordingly: Narrative question 2.v. under Homelessness Prevention Services asks us for "(1) the number of participants expected to avoid eviction and remain in housing by the proposed program and (2) the number of households that are expected to retain their housing for up to 12 months."

A. In our response to the first part of this question, is there a time period that defines 'avoid eviction and remain in housing'? Do we count, for example, everyone we assisted who remains in housing for 3 months (or some other period) as having avoided eviction? B. In our response to the second part of this question, should we count in this number those households that were assisted during FY13 who will pass the 12 month mark at various points during FY14? Or, do you expect us to predict how many of those who *we plan* to assist in FY14 will retain their housing for 12 months after they receive assistance?

Response to Part A: The first part of the narrative should capture the number of participants you expect to become successfully enrolled in your program and receive eviction prevention assistance therefore successfully avoiding homelessness. There is no specific amount of time that they are required to remain in housing in order to be counted in this performance measurement.

Response to Part B: The narrative asks you to project how many of the households you expect to assist in FY14 will retain their housing for 12 months after they receive assistance. While this is a projection, it should be determined based on the success of past prevention programs.

C. SHELTER SUPPORT

5. My organization's CoC will submit a response for Rapid Re-housing. May I, as a shelter provider in the CoC, also submit a response for Shelter Support for unfunded shelter beds?

Response: Yes. There is no limit to the number of organizations within a CoC that may request funding under the Shelter Support component. DHCD has only limited the number of responses that may be submitted under the Rapid Re-housing and Homelessness Prevention components.

6. We currently receive ESG funding for shelter support and we are seeking funding again in this category. In the past on Performance Measures (Attachment # 2) we have only included information for the beds funded by ESG. For this RFR, are we required to report on only the ESG funded rooms/beds or are we supposed to report on the overall shelter? If we include numbers on the performance measures for the overall shelter, does this mean that we would need to do the same in the APR?

Response: On Attachment 2: Performance Measures, the Program Outputs (1-7) and Program Outcomes (1-3) should be projected for your overall shelter. If awarded funding, you will be required to produce an APR for the overall shelter, not just the beds funded directly by ESG. This is different than current ESG contracts where some shelter programs may only be reporting on the beds that are specifically funded by ESG. This change is a result of guidance provided by HUD through the ESG CAPER HMIS Programming Instructions released 1/2013 which states that all persons in all beds in a shelter project supported by ESG should be reported on the ESG – CAPER report which is submitted to HUD by DHCD.

Please Note: The Program Efficiency measure on Attachment 2 (average cost per bed night) should be determined based solely on the number of beds for which the response is requesting funding.

7. It is unclear in the RFR document when requesting operational funding which supporting materials must be included to document projected costs not currently being met by other sources of income. Must a copy of the lease be included? Or is a letter from the CEO and utility bills sufficient when requesting funding for program supplies, utilities and food?

Response: Organizations requesting shelter support funds are asked to include verification of the expenses they are requesting funding for. For example, if the response includes a request for funding to assist with the cost of leasing a shelter facility, a copy of the lease for that facility must be included. If the response is seeking funding to cover the increased costs of feeding unfunded guests, then a letter from the organization's CFO or other senior manager would document the annual cost to the organization to feed shelter guests. In addition to verification of the requested costs, the budget narrative should clearly explain why the funds are needed to create or operate shelter beds and how the funds in each line item will be used. The narrative should break out the various projected dollar amounts to be expended under each line item.

For example: If Direct Care Staff funds are requested the narrative should specify how each position will be filled. The budget narrative would explain the number of persons to work in each position, salaries of each, etc.

Another example: If Fac/Oper/Main/Furn. funds are requested, the budget narrative would break out the amounts for utilities, routine repair maintenance, property and general liability insurance, etc.

8. I am requesting clarification of Section I, Part E4: Eligible Costs under Shelter Support. I am not clear if we have to justify costs that we are not requesting but are part of our overall budget, or if you are simply requesting a budget narrative for funds requested from the State?

Response: Shelter Support respondents are asked to include only a budget narrative and verification of unfunded expenses for which they are requesting ESG funds from DHCD.

9. I am trying to understand clearly the financial/budget allowance for emergency Shelter for Families Currently Fleeing Domestic Violence. Is the RFR stating that an organization can apply for \$80/room/night, OF WHICH 50% can be personnel/staffing, or that we can apply for \$80/night AND ANOTHER 50% of that amount in Shelter Staff time.

Response: Organizations requesting funding under Shelter Support may request that up to 50% of their overall requested program budget be used for personnel/staffing. In other words, an organization may apply for up to \$80/room/night, of which 50% may be used for personnel/staffing. For example, if your organization is applying for funding for 10 families currently fleeing DV, you may apply for funding at a rate of up to \$80 per room per night X 10 rooms X 365 days, or a total of up to \$292,000. Your budget could request up to \$146,000, or 50% of that total, be allocated to staff while the remaining \$146,000 may be needed for operational costs, food, etc.

10. Is the budget narrative included in the 10 typed pages (12-point font with 1 inch margins) of the narrative or is it considered a separate attachment?

Response: The budget narrative is not included in the 10 typed pages. It should be attached to your Attachment 3: Fiscal Year Program Budget.

11. To the best of my knowledge, my domestic violence organization does not utilize a HUD approved HMIS system, and therefore, I do not have access to the Annual Performance Report. Would there be way I can determine if my organization is, in fact, a participant of the system? Additionally, if we don't have a HUD HMIS Annual Performance Report, does it disqualify us from applying for the ESG?

Response: Homeless Management Information System (HMIS) means the information system designated by the CoC to comply with HUD's data collection, management, and reporting standards. An HMIS is used to collect client-level data on the provision of housing and services to homeless individuals and families and persons at-risk of homelessness.

HUD has determined that *victim service providers as defined by the Violence Against Women and Department of Justice Reauthorization Act of 2005 (Pub. L. 109-162) (VAWA) should NOT enter data directly into the CoC's HMIS and must use a "comparable database."* VAWA defines a victim service provider as a nonprofit or nongovernmental organization including rape crisis centers, battered women's shelters, domestic violence transitional housing programs, and other organizations whose primary mission is to provide services to victims of domestic violence, dating violence, sexual assault, or stalking. Therefore, your DV organization is not required to utilize HMIS and not disqualified from responding to the ESG RFR. As such, DV providers are not required to submit an APR as part of their response. Please understand, while you are exempt from utilizing HMIS, DV organizations are not exempt from ESG reporting requirements. A DV organization not currently utilizing a database comparable to HMIS must demonstrate in its response its ability to meet the HUD and DHCD reporting requirements set forth in the Interim Rule and RFR. To meet the reporting requirements DV organizations must access HMIS comparable software which will allow them to produce an APR.

12. I am not sure if my organization is involved with the ICHH Regional Network Leadership. Do you have any suggestions on how to approach this issue? Would not having a letter of support from the ICHH Regional Network disqualify us from applying?

Response: Failure to include the required letter of support from the CoC and ICHH Regional Network will not disqualify an applicant from receiving ESG funding. Please visit <http://www.mass.gov/governor/administration/lsgov/lsgcommittee/housingcouncil/regional/contact-information-of-regional-networks.html> to identify the ICHH Regional Network and contact person in your geographic area.

D. OTHER

13. Our CoC contains one Entitlement Community (from which we receive no funding) and one former Mini-entitlement Community (from which we received CDBG funding for 16 of our 22 shelter beds this past year.) In our ESG application for Shelter Support for currently unfunded beds, we already have support from our CoC, but do we need additional support letters from either the former Mini-entitlement Community and/or the Entitlement Community.

Response: A letter of support is required from the CoC and the ICHH Regional Network. Additional support letters from the Mini-entitlement Community and/or the Entitlement Community are not required. However, Appendix 4: Entitlement Community Sign-Off is required to be signed by a representative of the ESG Entitlement Community IF the proposed services are to be provided at a site located within that Entitlement Community.

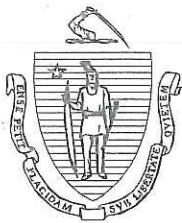
14. Regarding Appendix 4: Entitlement Community Sign-Off question #2: "Has the ESG and/or CDBG Entitlement Community committed to fund one or more year round emergency shelter rooms for a family resident that becomes homeless? If so how many units will be funded?"

The City of Boston is currently funding a non-EA emergency shelter project (hotel/motel stays) with ESG funds. Is this project the type you are referring to in your question in Appendix 4?

Response: Yes. The interim rule requires ESG recipients and sub recipients to coordinate and integrate, to the maximum extent practicable, ESG – funded activities with other programs targeted toward homeless people. DHCD is encouraging Entitlement Communities to utilize ESG and other funding sources to address the need for non-EA family shelter beds locally. As such, we will award 15 points to respondents requesting funding, under any ESG component, if they are within a CoC that is successful in establishing an agreement with its Entitlement Community to fund non-EA emergency shelter beds for homeless families.

15. Regarding Appendix 6: CoC Need/Capacity/Maximum Funding Matrix: The counts for our CoC's were different than those listed, could you clarify the source for the funding matrix or correct this count?

Response: DHCD used the information published by HUD. The following links will take you to the information that was used for the Brockton/Plymouth CoC and the Quincy/Weymouth CoC.
Brockton/Plymouth: [S:\13 ESG\13 RFR\bed inventory response\2012_ma_520_bed_inventory \(2\).pdf](S:\13 ESG\13 RFR\bed inventory response\2012_ma_520_bed_inventory (2).pdf);
Quincy/Weymouth: S:\13 ESG\13 RFR\bed inventory response\2012_ma_511_bed_inventory.pdf



Commonwealth of Massachusetts
**DEPARTMENT OF HOUSING &
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AMENDMENT #5

Request for Responses (RFR) for the Emergency Solutions Grant (ESG) Program

Document Number: DHCD2014-01S

Amendment Date: May 21, 2013

PLEASE NOTE: This Word document is one of many documents that together with the RFR attachments comprise the entire Solicitation published on Comm-PASS. All Bidders are responsible for reviewing and adhering to all information, forms and requirements found on all Comm-PASS tabs for the entire Solicitation.

Amendment #5:

DHCD is updating the CoC Need/Capacity/Maximum Funding Matrix to reflect a change in a CoC's original funding preference. The RFR is hereby amended as follows.

- 1) Amendment #2, Section I, Part B, Funds Available, second paragraph starting on page 6, is stricken and replaced with:**

Through this RFR, the Commonwealth intends to award up to approximately \$4,925,000 in federal ESG funds for the period July 1, 2013 through June 30, 2014. In accordance with HUD's implementation of the HEARTH Act, ESG Interim Rule (published December 5, 2011), statutory requirements, and its consideration of services already funded through the Commonwealth and federal sources, DHCD is limiting this funding to the following ESG components:

- Up to approximately \$1,755,000 for Rapid Re-housing primarily for homeless individuals
- Up to approximately \$1,070,000 for Homelessness Prevention services primarily for families at-risk of homelessness. This amount includes up to \$210,000 for Tenancy Preservation Programs.
- Up to approximately \$2,100,000 for Shelter Support.

- 2) Amendment #2, Section I, Part C, Rapid Re-Housing Primarily for Homeless Individuals, first paragraph starting on page 7, is stricken and replaced with:**

Through this RFR, DHCD plans to make available up to \$1,755,000 to assist homeless households to move quickly into stable housing through Rapid Re-housing activities. A successful respondent will demonstrate how it proposes to use Rapid Re-housing funds as part of its effort to transfer emergency

shelters within their CoC to a Housing First model, with the ultimate goal of decreasing the number of homeless individuals and families within the CoC.

- 3) **Amendment #2, Section I, Part D, Homelessness Prevention services PRIMARILY for At-Risk Families, first paragraph on page 10, is stricken and replaced with:**

Through this RFR, DHCD plans to make available a total of up to \$1,070,000 for Homelessness Prevention services to help households at risk of becoming homeless avoid eviction.

- 4) **Amendment #1, Appendix 6: CoC Need/Capacity/Maximum Funding Matrix, page 49, is replaced in its entirety with the following:**

Appendix 6: CoC Need/Capacity/Maximum Funding Matrix

The service option for each CoC is based on conversations with each of the 19 CoCs.

Successful awards will be dependent upon the submitted response. Respondents should not assume that they will be awarded the maximum amount allotted for their CoC. The amount of award may be significantly less than proposed if DHCD determines that the proposed response would not be the best value for the Commonwealth. Additionally, DHCD reserves the right to increase a CoC's maximum amount allotted if the CoC is exceeding performance measures and expects to be able to serve additional households.

CoC	Ind.	Fam.	Hotels	CoC Total	% of homeless HH's	CoC Option	Maximum Amount to Request
New Bedford	39	28	0	67	5%	Prevention	\$50,000.00
Somerville	47	21	0	68	5%	Prevention	\$50,000.00
Malden/Medford	0	19	84	103	8%	Prevention	\$70,000.00
Cambridge	165	26	0	191	14%	Prevention	\$130,000.00
Berkshire/ Franklin, Hampshire County	41	145	19	205	15%	Prevention	\$140,000.00
Brookline/Newton	57	11	163	231	17%	Prevention	\$160,000.00
Massachusetts Balance of State	122	155	187	464	35%	Prevention	\$260,000.00
Total Prevention				1329	100%		\$860,000
Cape Cod Islands	87	61	0	148	3%	Rapid Re-housing	\$50,000
Fall River	30	23	0	53	1%	Rapid Re-housing	\$40,000
Lawrence	66	7	0	73	2%	Rapid Re-housing	\$50,000
Attleboro/Taunton/Bristol County	30	36	0	66	1%	Rapid Re-housing	\$40,000
Lynn	42	88	0	130	3%	Rapid Re-housing	\$50,000
Lowell	100	93	0	193	4%	Rapid Re Housing	\$70,000
Quincy/Weymouth	119	29	68	216	4%	Rapid Re-housing	\$70,000
Worcester City & County	170	171	27	368	7%	Rapid Re-housing	\$120,000
Brockton/Plymouth City & County	88	141	159	388	8%	Rapid Re-housing	\$120,000
Gloucester/Haverhill/Salem/Essex County	115	113	161	389	8%	Rapid Re-housing	\$120,000
Springfield/Hampden County	204	240	234	678	13%	Rapid Re Housing	\$200,000
Boston	1295	951	139	2385	47%	Rapid Re-housing	\$825,000
Total for Rapid Re-Housing				5087	100%		\$1,755,000
Totals for Combined Components							\$2,615,000

DHCD used the 2012 CoC Annual Point in Time Count for the homeless individuals and families in emergency shelter or living in a place not meant for human habitation. The number of families in hotels/motels was taken from a March 2013 Point in Time report conducted by DHCD. The more recent data for hotels/motels was used to reflect the very substantial decrease in the numbers of families being placed in hotels.

